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AUTHOR	Butler, John T.; Armson, Rossana; Caron, Anne Hoffman; Stemper, James A.
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ABSTRACT

This paper reports on an evaluation of InfoPoint, a centrally-managed, professionally staffed reference service available at the University of Minnesota, Twin Cities Campus Library through a variety of communication modes, including a World Wide Web form, direct e-mail, and chat and collaborative browsing. Over 400 InfoPoint users were sent a questionnaire, to which 69% responded, that examined user perceptions of the effectiveness, quantity, timeliness, convenience, and instructional value of the service. It also queried users about their reason(s) for using the service, as well as preferences for asking questions of the library in the future based on both their experience with the service and other choices available to them. The report presents the methodology and instruments used to conduct the evaluation. Descriptive data resulting from the survey, including frequencies and user commentary, are also provided. (Contains 77 references.) (MES)

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User Evaluation Survey of Digital Reference Services: Methodology and Results

by

John T. Butler
Digital Reference Services Coordinator
University of Minnesota Libraries, Twin Cities Campus
j-butl@umn.edu

Rossana Armson
Director
Minnesota Center for Survey Research
University of Minnesota, Twin Cities Campus

Anne Hoffman Caron
Project Manager
Minnesota Center for Survey Research
University of Minnesota, Twin Cities Campus

James A. Stemper
Electronic Resources Librarian
University of Minnesota Libraries, Twin Cities Campus

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J.T. Butler

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NOTE TO READER

Throughout this document, the names "University Libraries" and "University of Minnesota Libraries" are used to signify the University of Minnesota Libraries, Twin Cities Campus.

I. INTRODUCTION

Since late 1998, the University Libraries have provided digital reference service through InfoPoint, a centrally-managed, professionally staffed reference service available through a variety of communication modes including web form, direct e-mail, and more recently through chat and collaborative browsing. As part of a multi-faceted evaluation of InfoPoint, a survey of users receiving services via web form and e-mail was administered during the last half of the year 2000. The goal of the InfoPoint User Evaluation Survey was to gather information from users regarding their experience with the InfoPoint service to provide the Libraries with an objective measure of satisfaction. In addition, information provided by respondents would be used to help improve the service and chart future development.

Over 400 InfoPoint users were sent a detailed survey questionnaire, to which 69% responded. With "user satisfaction" measures as the main investigative objective, the survey examined user perceptions of the effectiveness, quantity, timeliness, convenience, and instructional value of the service provided. It also queried users about their reason(s) for using the service, as well as preferences for asking a question of the library in the future based on both their experience with the service and other choices available to them.

This report presents the methodology and instruments used to conduct this evaluation. Descriptive data resulting from the survey, including frequencies and user commentary, are also provided.

II. BACKGROUND AND CONTEXT

Institutional Setting

The University of Minnesota is among the most comprehensive universities in the United States, and consistently ranks in the top-tier of public universities. The flagship Twin Cities campus offers 161 bachelor's degrees, 218 master's degrees, 114 doctoral degrees, and 5 professional degrees. Campus enrollment exceeds 46,000, with nearly 13,000 students at the graduate or professional school level. Students come from all 50 states and more than 100 foreign countries. Over 14,000 faculty and staff support the University's land-grant mission of teaching, research, and outreach.

University Libraries Profile

The University Libraries on the Twin Cities campus is the 17th largest research library in North America. The Libraries' collections are comprised of nearly 6 million print volumes, 45,000 serial subscriptions, 5.7 million microforms, 2.6 million government documents, and 400,000 maps. Digital library initiatives have produced increasing levels of electronic access to information resources and services. Currently, the Libraries provide access to over 10,000 electronic journals, over 200 bibliographic databases (over 50 of which also link to full-text), over 10,000 CD-ROMs and DVDs, and numerous digitized special collections and archives. User hits to the Libraries' home page alone exceed 300,000 per day.

Digital Reference Services

A critical component of the digital library is the provision of mediated services to assist users in the navigation, retrieval, evaluation, and use of information resources. Since November 1998, the Libraries have provided digital reference service through InfoPoint, a professionally staffed reference service available via web form, direct e-mail, and more recently through chat and collaborative browsing formats.[1] During its first three years of service, InfoPoint has processed over 10,000 reference transactions.

InfoPoint was conceived as a way for remote users to obtain information services, seven days a week, through a *single point of access*. This system-wide service point is responsible for reference and referral of questions submitted by remote users. Specifically, InfoPoint:

1) provides general information about the Library and its resources, technical assistance, catalog information, and other ready reference services; and

2) serves as a referral agent to subject specialists in over 35 reference units across the library system for in-depth consultation and specialized services.

In addition, InfoPoint staff develops and provides technology-based "self-serve" reference services via a locally-created FAQ database.

III. Evaluation Overview and Goals

As part of a multi-faceted evaluation of InfoPoint and the Libraries' digital reference services,[2] a survey of users receiving services via web form and e-mail was administered during the last half of the year 2000. The goal of the InfoPoint User Evaluation Survey was to gather information from users regarding their experience with the InfoPoint service to provide the Libraries with an objective measure of satisfaction. To obtain a deeper understanding of the satisfaction measure, the survey examined user perceptions of the effectiveness, quantity, timeliness, convenience, and instructional value of the service provided. It also queried users about their reason(s) for using the service, as well as preferences for asking a question of the library in the future based on both their experience with the service and other choices available to them. Users were also invited to make comments about their experience with the InfoPoint service. The survey instrument itself is presented in the section "The Questionnaire and Survey Results."

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[1] For a detailed overview of the InfoPoint service and its development, see James A. Stemper and John T. Butler, "Developing a Model to Provide Digital Reference Services," *Reference Services Review*, 29 (3): 172-188, 2001.

[2] Other facets of the evaluation included 1) a log analysis of over 1200 transactions from a five-month period, and 2) a content analysis of over 500 unsolicited user comments received by the service. The transaction log analysis determined demographic characteristics of users, when the service was accessed, and the nature of the questions submitted to the service. Also analyzed were the characteristics of the library response to each transaction, including referral patterns, turnaround times, number of patron-library interactions, and staff time expended.

The InfoPoint User Evaluation Survey was conducted as an e-mail/web survey by the Minnesota Center for Survey Research at the University of Minnesota, Twin Cities campus (MCSR, hereafter), under the direction of the University Libraries. The project was funded by the University Libraries by way of its Bush Foundation grant, "Library Support for Distance Learning." Questionnaires were sent to users of the University Libraries' InfoPoint Service whose transactions met predetermined objective selection criteria (see "Sampling Design" section for details). Data collection was conducted from July 18, 2000 to January 2, 2001. Questionnaires were completed and returned by 286 users and the overall response rate was 69%.

This report presents the methodology and instruments used to conduct this evaluation. Descriptive data resulting from the survey, including simple and detailed frequencies and user commentary are also provided. An in-depth analysis of the survey results will be published at a later time.

IV. Study Design and Management

Staff from the University Libraries worked closely with MCSR in the survey design, instrument design, and data analysis. MCSR responsibilities included conducting the pretest, revising the survey instrument, data collection, coding and editing, ensuring data accuracy, conversion of the raw ASCII data into an SPSS system file format for analysis, and writing the methodology report. The highest standards of quality survey research were employed in conducting this project.

V. Questionnaire Design and Testing

Questionnaire design began in October 1999, when MCSR Director Rossana Armson met with a University Libraries project team led by John Butler. This team, together with MCSR, worked on revising the questionnaire until the pretest version was completed in June 2000.

When the pretest questionnaire was completed, University Libraries staff programmed a web version of the survey that was identical to the e-mail version. Both University Libraries and MCSR staff tested the web survey.

In June 2000, a pilot test of 40 InfoPoint users was conducted. A total of 35 surveys were completed and the questionnaire was revised. The final version of the survey was approved by the Libraries' project team before data collection began.

VI. SAMPLING DESIGN

Questionnaires were sent to users of the University Libraries' InfoPoint service from July 18, 2000 through January 2, 2001, unless *disqualified* by the following predetermined objective criteria:

- Questions presented by non-entitled users. The status of entitlement is complex at the University Libraries, and is governed by multiple service policies. For example, University of Minnesota Twin Cities students, faculty members, or staff members are always entitled to use digital reference services. However, an *entitled* user could also be someone *other* than a student, faculty member, or staff member, if he or she is requesting information concerning a resource or service unique to the University Libraries.

- Referrals to the staff of the MINITEX Library Information Network, with which InfoPoint has an agreement to redirect questions submitted to InfoPoint by Minnesota residents who are not also University of Minnesota Twin Cities students, faculty, or staff members.

- Referrals to the Libraries' circulation, fines, and document delivery operations, which pertain to specific inquiries of a non-reference nature.

- Donation inquiries of, and offers to, the Libraries that are routinely redirected to collection development personnel.

- Unsolicited comments regarding the Libraries' web site, information resources, or services;

- And other occasional trivial uses of the service that result in a transaction of a non-reference nature.

The original sampling design involved InfoPoint staff e-mailing to MCSR contact and transaction information about all users whose transactions were not disqualified by the predetermined objective selection criteria. MCSR selected the first two of every three transactions to send the survey to, and eliminated the third from the sample. After three weeks, it became clear that this plan needed to be modified because the actual number of transaction forms being received by MCSR was less than had been estimated. The decision was made to send a survey to *every* user whose transaction information met the selection criteria.

In addition, an individual user was surveyed *only once per academic term*, even though he or she may have been involved in multiple InfoPoint transactions. Each transaction sent to MCSR was checked against a master list of all previous transaction forms. Duplicate user listings were removed from the sample.

VII. DATA COLLECTION PROCEDURES

The procedures used by MCSR for this e-mail/web survey were a modification of the standard mail survey procedures identified by Dillman.[3] Data collection for the InfoPoint User Evaluation Survey was conducted from July 18, 2000 to January 2, 2001.

E-mail Procedures

The first e-mail message was sent to each user two days after their InfoPoint question was answered and included an introductory cover letter from the MCSR Director inviting participation in the survey, and a survey instrument. Users could choose to return the survey to MCSR via e-mail or to complete a web version of the survey by going to a specified web address.

The second e-mail message consisted of a short reminder letter and a second copy of the survey. It was sent to all non-respondents two days after the first e-mail. This e-mail message thanked individuals if they had already filled out the questionnaire, and asked them to "take 3 to 5 minutes" to complete the survey if they had not already done so.

Three days later, a third e-mail message was sent to all remaining non-respondents. It included a reminder letter and another copy of the questionnaire.

Copies of the e-mail messages referred to here are presented in Appendix C.

Supervision and Quality Control of the E-mail Messages

The three e-mail messages were sent to InfoPoint users by MCSR undergraduate employees under the supervision of the Project Manager. These MCSR employees were trained in the e-mail procedures by the Project Manager.

Each day, an MCSR e-mail account dedicated to this project was checked for new InfoPoint transaction forms, and hard copies of these e-mails were printed. Duplicate users within an academic term were removed from the sample. Users' e-mail addresses, the date InfoPoint answered their question, and the three scheduled e-mail dates were entered into an electronic master file. Scheduled e-mail dates were also written on the transaction forms and the forms were placed into a "to be e-mailed" folder. Each day, MCSR employees checked this folder and sent out any scheduled e-mail messages.

When users returned the survey, a hard copy was printed, the remaining scheduled e-mail dates were replaced with x's in the electronic file, the date the survey was returned was written on the transaction form, and any remaining scheduled e-mail dates were crossed off on the transaction form. The transaction form was then attached to the returned survey.

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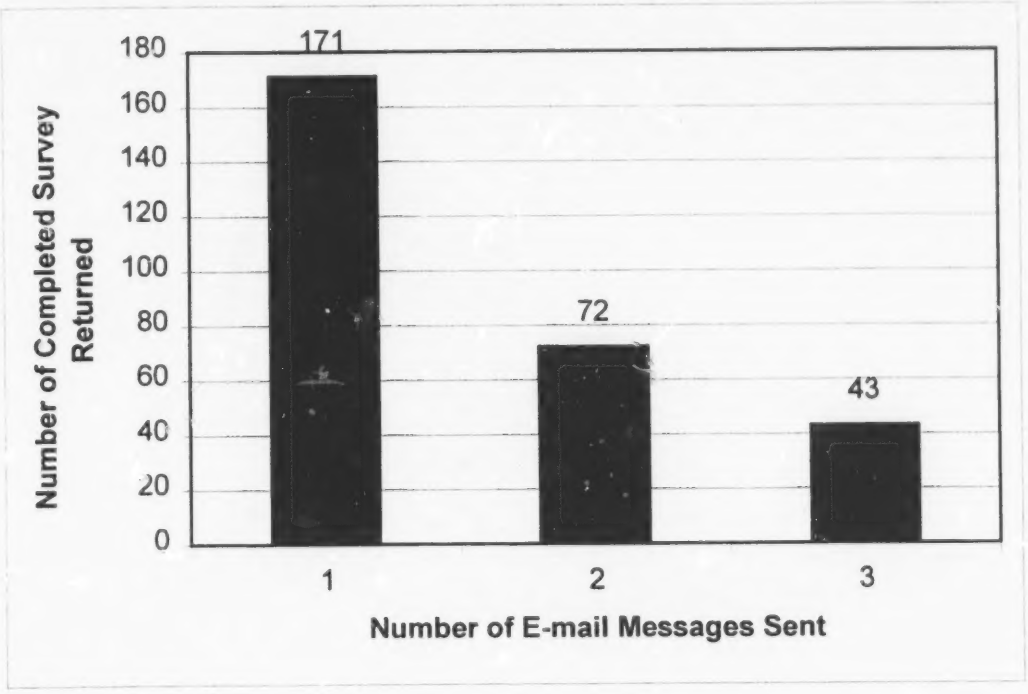
[3] Dillman, Don A.; *Mail and Telephone Surveys : the Total Design Method.* New York : Wiley, 1978.

Survey Returns

Returned surveys were counted to track sample status and response rate. Most responders returned the survey within two days of the first e-mail message (see Figure 1).

FIGURE 1

InfoPoint User Evaluation Survey
Number of Completed Surveys by Number of E-mail Messages Sent



VIII. MANAGEMENT OF THE DATA

Web/E-mail Survey Responses

If users chose to complete the web version of the survey, their responses were automatically recorded in a database and an e-mail containing those responses was generated and sent to MCSR. This e-mail was printed and attached to the transaction information page. If users responded via e-mail, their replies were directed to MCSR.

Editing and Coding

Editing and coding included the completion of five major tasks:

1. The following transaction information items either had codes assigned or were transcribed: type of question asked; whether the question was completed at InfoPoint or referred to another library unit; the modes in which the question was received and responded to; and the day, date, and time the question was asked and answered.

2. All survey questions were checked for response clarity to eliminate dual responses when single-answer responses were sought, or to create a separate category for dual responses.

3. The coder/editor recorded responses to "other-specify" questions.
4. Codes were assigned to the question about the user's U of M affiliation.

5. Responses to the open-ended question were transcribed verbatim (see Appendix B).

Editing and coding were done by one coder/editor, who was trained to become knowledgeable about the survey instrument. Unclear or ambiguous responses were directed to the Project Manager for resolution. In addition, the Project Manager conducted quality control and reviewed coded/edited surveys throughout this phase.

Data Entry and Cleaning

After coding was completed, the questionnaires were key entered onto a computer diskette by a commercial data entry firm and a computer data file was prepared. Once a complete file of the questionnaire was constructed, it was examined systematically to remove data entry errors. Data cleaning involved the use of a computer program to evaluate each case for variables with out-of-range values. In addition, the file was examined manually to identify cases with paradoxical or inappropriate responses.

IX. COMPLETION STATUS

Questionnaires were completed and returned by 286 users: 79 during the summer term and 207 during the fall term. An additional 131 surveys were not returned, and the remaining 56 were eliminated from the sample for the reasons listed below in Table 1. The overall response rate for the study was 69%.

TABLE 1

FINAL STATUS OF THE INFOPOINT USER EVALUATION SURVEY

Status	Number	Percent
Surveys returned	286	60%
Surveys not returned	131	28%
Eliminated:		
- Duplicates within academic term	39	8%
- Excluded under initial sampling design during weeks 1 - 3	17	4%
TOTAL SENT:	473	100%

$$\text{RESPONSE RATE} = \frac{\text{Completed questionnaires}}{\text{Total sent} - \text{eliminated}} = 69\%$$

X. READING THE QUESTIONNAIRE AND RESULTS

The Questionnaire and Results section of this report contains the response frequencies and percentages for each question in the survey. The actual responses of all 286 InfoPoint users who completed the survey are shown for each question. Percentage distributions also are presented; "valid" percentages were computed after eliminating those who refused to answer, did not know, or were not required to answer a particular question.

The question numbers were used as variable labels in the computer data files. This information is provided as documentation for those who wish to use a computer file and the SPSS software package to conduct more detailed data analyses.

XI. THE QUESTIONNAIRE AND SURVEY RESULTS

INFOPOINT USER EVALUATION SURVEY

Click on the reply button and THEN scroll down for the questions.

Please answer the questions in terms of your MOST RECENT completed InfoPoint request by marking an x in front of the answer you choose.

Q1. How well did the information that you received answer your question? (Choose one answer)

Freq	(%)		
208	(73)	1.	Very well
59	(21)	2.	Pretty well
12	(4)	3.	Not very well
6	(2)	4.	Not well at all
1			[LEFT BLANK]

Q2. Would you say that you received too much, about the right amount, or too little information? (Choose one answer)

Freq	(%)		
5	(2)	1.	Too much
259	(91)	2.	About the right amount
20	(7)	3.	Too little
2			[LEFT BLANK]

Q3. How fast was your question answered? (Choose one answer)

Freq	(%)		
176	(62)	1.	Very fast
100	(35)	2.	Fast
7	(2)	3.	Slow
1	(0)	4.	Very slow
2			[LEFT BLANK]

Q4. Did you receive the information by the time you needed it?

Freq	(%)		
274	(98)	1.	Yes
7	(2)	2.	No, it was too late
5			[LEFT BLANK]

Q5. Do you think the library staff person understood your question? (Choose one answer)

Freq	(%)		
268	(94)	1.	Yes
6	(2)	2.	No
11	(4)	3.	Not sure
1			[LEFT BLANK]

Q6. How much individual attention do you think your question got from the library staff person? (Choose one answer)

Freq	(%)		
175	(61)	1.	A great deal
94	(33)	2.	A moderate amount
13	(5)	3.	A small amount
3	(1)	4.	Hardly any
1			[LEFT BLANK]

Q7. Do you think the library staff person who answered your question was knowledgeable in their response to your question? (Choose one answer)

Freq	(%)		
227	(80)	1.	Definitely
47	(17)	2.	Probably
9	(3)	3.	Probably not
0	(-)	4.	Definitely not
3			[LEFT BLANK]

Q8. Was the library staff person that responded to your question courteous and respectful?

Freq	(%)		
282	(100)	1.	Yes
0	(-)	2.	No
4			[LEFT BLANK]

Q9. Did you receive the quality of service that you expected to receive? (Choose one answer)

Freq	(%)		
194	(68)	1.	Better service than I expected
85	(30)	2.	About the quality I expected
6	(2)	3.	Worse service than I expected
1			[LEFT BLANK]

Q10. How would you rate the convenience of the service? (Choose one answer)

Freq	(%)		
251	(88)	1.	Very convenient
31	(11)	2.	Somewhat convenient
3	(1)	3.	Not very convenient
1	(0)	4.	Not at all convenient

Q11. The University Libraries' service goal is to provide answers to questions, but also to build self-sufficiency in library users. Did we provide the answer to your question in a way that helped you learn how you MIGHT find information on your own in the future? (Choose one answer)

Freq	(%)		
135	(47)	1.	Yes, definitely
113	(40)	2.	Yes, probably
33	(12)	3.	No, probably not
4	(1)	4.	No, definitely not
1			[LEFT BLANK]

Q12. What was the MOST important reason you chose to use the InfoPoint service rather than asking your question some other way? (Choose one answer)

Freq	(%)		
48	(17)	1.	Didn't have time to go to the library and ask a librarian
14	(5)	2.	Wouldn't know who in the library could help me with my question
19	(7)	3.	Easier than telephoning the library
39	(14)	4.	Not near the library
63	(22)	5.	It was available when I had a question; I didn't have to wait to ask it
67	(24)	6.	Preferred the overall convenience of asking a question this way
33	(12)	7.	Other reason (please specify) (SEE APPENDIX B, PAGES B-2 TO B-3)
3			[LEFT BLANK]

Q13. Considering your recent experience with the InfoPoint service, how might you prefer to ask another question of library staff in the future? (Choose one answer)

Freq	(%)		
244	(86)	1.	Same way (via e-mail or web form)
12	(4)	2.	Face-to-face with a librarian in the library
5	(2)	3.	Telephone with a librarian
16	(6)	4.	Find the information from a library web site on my own
6	(2)	5.	Some other way (SEE APPENDIX B, PAGE B-4)
3			[LEFT BLANK]

Q14. Would you recommend the InfoPoint service to someone else? (Choose one answer)

Freq	(%)		
201	(71)	1.	Definitely, or already have
77	(27)	2.	Probably
6	(2)	3.	Probably not
0	(-)	4.	Definitely not
2			[LEFT BLANK]

Q15. How would you rate your overall satisfaction with the InfoPoint service? (Choose one answer)

Freq	(%)		
206	(73)	1.	Excellent
66	(23)	2.	Good
9	(3)	3.	Fair
1	(0)	4.	Poor
4			[LEFT BLANK]

Q16. InfoPoint is a new service offered by the University of Minnesota Libraries. How important do you think it is for the University Libraries to CONTINUE to offer this type of service? (Choose one answer)

Freq	(%)		
244	(87)	1.	Very important
37	(13)	2.	Somewhat important
0	(-)	3.	Not very important
0	(-)	4.	Not at all important
5			[LEFT BLANK]

Q17. Was this the first time that you had contacted InfoPoint with a question?

Freq	(%)		
233	(83)	1.	Yes, this was the first time
48	(17)	2.	No, I have contacted InfoPoint before
5			[LEFT BLANK]

Q18. Which category below best describes your current status? (Choose one answer)

Freq	(%)		
53	(19)	1.	U of M undergraduate student
117	(41)	2.	U of M graduate student or student in a graduate professional program
4	(1)	3.	Registered in a U of M non-degree program (adult special, extension, etc.)
38	(13)	4.	U of M faculty member
35	(12)	5.	U of M staff member (includes P & A, Civil Service, and Bargaining Unit)
13	(5)	6.	Not a current University of Minnesota student or employee but living in Minnesota right now
23	(8)	7.	Not a current University of Minnesota student or employee and NOT living in Minnesota right now
3			[LEFT BLANK]

Q19. What is the major, department, college, or school (other than the Graduate School) at the University of Minnesota with which you are affiliated?

(SEE APPENDIX A, PAGE A-2)

Q20. If you could change one thing, or make one comment about the InfoPoint service, what would it be?

Freq	(%)			
191	(67)	1.	Comment	(SEE APPENDIX B, PAGES B-5 TO B-15)
95	(33)	2.	No comment	

Thank you very much. The information you have provided here will be used by the University Libraries to help improve this service.

[End of Survey Questionnaire with Response Frequencies]

APPENDIX A --

CONTINUOUS , ADMINISTRATIVE, AND CONSTRUCTED VARIABLES

Variable	Description	Page
Q19	Univ of MN affiliation	A-2
RETURNED	Survey returned by email or web	A-3
TERM	School term	A-3
MAILINGS	Number mailings sent before response received	A-3
QTYPE1	Type of question - 1	A-4
TYPE1	Type of question - 1 - level	A-4
QTYPE2	Type of question - 2	A-5
TYPE2	Type of question - 2 - level	A-5
QTYPE3	Type of question - 3	A-6
TYPE3	Type of question - 3 - level	A-6
DISPO	Question disposition	A-7
REQMODE	Request mode	A-7
RESPMODE	Response mode	A-8
ASKDAY	Day of week question asked	A-8
ASKDATE	Date question asked	A-9
ASKTIME	Time of day question asked	A-12
ASKAMPM	Question asked in a.m. or p.m.	A-19
ANSWDAY	Day of week question answered	A-20
ANSWDATE	Date question answered	A-21
ANSWTIME	Time of day question answered	A-25
ANSWAMPM	Question answered in a.m. or p.m.	A-31
ASKWEEK	Week of term question asked	A-32
ASKMNTH	Month question asked	A-33
ANSWWEEK	Week of term question answered	A-34
ANSWMNTH	Month question answered	A-35
MINUTES	Minutes from asked to answered	A-35
HOURS	Hours from asked to answered	A-42

Q19 UNIV OF MN AFFILIATION

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Legal Services	1	.3	.4	.4
4 U Library Ctrl Admin	1	.3	.4	.9
5 University College	2	.7	.9	1.7
6 Assoc VP Info Tech	1	.3	.4	2.2
7 Assoc VP Min Affairs	1	.3	.4	2.6
9 VP for Research	1	.3	.4	3.0
12 Student Development	1	.3	.4	3.4
15 Medical School	20	7.0	8.6	12.1
17 School of Nursing	4	1.4	1.7	13.8
18 College of Pharmacy	3	1.0	1.3	15.1
19 Sch of Public Health	7	2.4	3.0	18.1
20 College of Vet Medic	2	.7	.9	19.0
25 Biological Sciences	6	2.1	2.6	21.6
26 General College	3	1.0	1.3	22.8
27 College Liberal Arts	72	25.2	31.0	53.9
28 Inst of Technology	25	8.7	10.8	64.7
33 Human Resources	1	.3	.4	65.1
36 Dept Alumni Relatns	3	1.0	1.3	66.4
39 Coll Agric/Food/Env	6	2.1	2.6	69.0
40 Coll Arch/Landscape	4	1.4	1.7	70.7
41 Coll Educ/Hum Dev	27	9.4	11.6	82.3
42 MN Exten Service	4	1.4	1.7	84.1
43 Coll Human Ecology	5	1.7	2.2	86.2
44 HHH Public Affairs	3	1.0	1.3	87.5
45 Law School	5	1.7	2.2	89.7
46 School of Mgmt	19	6.6	8.2	97.8
47 Coll Natl Resourc	2	.7	.9	98.7
48 Admin - Other	2	.7	.9	99.6
54 U of M-Duluth	1	.3	.4	100.0
Total	232	81.1	100.0	
Missing System	54	18.9		
Total	286	100.0		

RETURNED SURVEY RETURNED BY EMAIL OR WEB

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Email	148	51.7	51.7	51.7
2 Web	138	48.3	48.3	100.0
Total	286	100.0	100.0	

TERM SCHOOL TERM

Value	Frequency	Percent	Valid Percent	Cumulative Percent
2 Summer 2000	79	27.6	27.6	27.6
3 Fall 2000	207	72.4	72.4	100.0
Total	286	100.0	100.0	

MAILINGS NUMBER MAILINGS SENT BEFORE RESPONSE RECEIVED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1	170	59.4	59.4	59.4
2	73	25.5	25.5	85.0
3	43	15.0	15.0	100.0
Total	286	100.0	100.0	

QTYPE1 TYPE OF QUESTION - 1

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Directional info	1	.3	.4	.4
2 Library info	54	18.9	18.9	19.3
3 Campus & cmty info	3	1.0	1.1	20.4
4 Technical assistance	42	14.7	14.7	35.1
5 Bibliographic verif	13	4.5	4.6	39.6
6 Catalog holdings	61	21.3	21.4	61.1
7 Document delivery	5	1.7	1.8	62.8
8 Refer U srvce points	2	.7	.7	63.5
9 Ready ref/quick fact	11	3.8	3.9	67.4
10 Rsrch strategy-basic	46	16.1	16.1	83.5
11 In-dpth factual info	24	8.4	8.4	91.9
12 Lit search-undergrad	10	3.5	3.5	95.4
13 Rsrch stratgy-advncd	11	3.8	3.9	99.3
14 Lit srch-comprehensv	1	.3	.4	99.6
15 Request for lit srch	1	.3	.4	100.0
Total	285	99.7	100.0	
Missing System	1	.3		
Total	286	100.0		

TYPE1 TYPE OF QUESTION - 1 - LEVEL

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Level 1	181	63.3	63.5	63.5
2 Level 1 or 2	57	19.9	20.0	83.5
3 Level 2	47	16.4	16.5	100.0
Total	285	99.7	100.0	
Missing System	1	.3		
Total	286	100.0		

QTYPE2 TYPE OF QUESTION - 2

Value	Frequency	Percent	Valid Percent	Cumulative Percent
2 Library info	3	1.0	2.9	2.9
3 Campus & cmty info	2	.7	2.0	4.9
4 Technical assistance	9	3.1	8.8	13.7
6 Catalog holdings	35	12.2	34.3	48.0
7 Document delivery	33	11.5	32.4	80.4
8 Refer U srvce points	5	1.7	4.9	85.3
10 Rsrch strategy-basic	5	1.7	4.9	90.2
12 Lit search-undergrad	5	1.7	4.9	95.1
14 Lit srch-comprehensv	1	.3	1.0	96.1
15 Request for lit srch	1	.3	1.0	97.1
16 Refr extrnl resource	3	1.0	2.9	100.0
Total	102	35.7	100.0	
Missing System	184	64.3		
Total	286	100.0		

TYPE2 TYPE OF QUESTION - 2 - LEVEL

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Level 1	90	31.5	88.2	88.2
2 Level 1 or 2	5	1.7	4.9	93.1
3 Level 2	7	2.4	6.9	100.0
Total	102	35.7	100.0	
Missing System	184	64.3		
Total	286	100.0		

QTYPE3 TYPE OF QUESTION - 3

Value	Frequency	Percent	Valid Percent	Cumulative Percent
6 Catalog holdings	1	.3	12.5	12.5
7 Document delivery	4	1.4	50.0	62.5
16 Refr extrnl resource	3	1.0	37.5	100.0
Total	8	2.8	100.0	
Missing System	278	97.2		
Total	286	100.0		

TYPE3 TYPE OF QUESTION - 3 - LEVEL

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Level 1	8	2.8	100.0	100.0
Missing System	278	97.2		
Total	286	100.0		

DISPO QUESTION DISPOSITION

Value	Frequency	Percent	Valid Percent	Cumulative Percent
0 Completed at InfoPt	199	69.6	69.6	69.6
4 Bio-Medical	4	1.4	1.4	71.0
5 Business Reference	4	1.4	1.4	72.4
12 Ent/Fish/Wildlife	1	.3	.3	72.7
15 Forestry	1	.3	.3	73.1
16 Govt Publications	5	1.7	1.7	74.8
17 Immigration Hist	1	.3	.3	75.2
18 Interlibrary Loan	1	.3	.3	75.5
20 John R Borchert Map	5	1.7	1.7	77.3
21 Law	1	.3	.3	77.6
22 LRC	2	.7	.7	78.3
25 Magrath	7	2.4	2.4	80.8
26 Manuscripts Division	2	.7	.7	81.5
27 Mathematics	2	.7	.7	82.2
29 Music	1	.3	.3	82.5
31 Sci-Eng Reference	16	5.6	5.6	88.1
32 Social Welfare Hist	1	.3	.3	88.5
34 University Archives	4	1.4	1.4	89.9
37 Wilson	29	10.1	10.1	100.0
Total	286	100.0	100.0	

REQMODE REQUEST MODE

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Web form	282	98.6	98.6	98.6
2 Email	4	1.4	1.4	100.0
Total	286	100.0	100.0	

RESPMODE RESPONSE MODE

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Email	277	96.9	98.6	98.6
2 Phone	1	.3	.4	98.9
3 Both	3	1.0	1.1	100.0
Total	281	98.3	100.0	
Missing System	5	1.7		
Total	286	100.0		

ASKDAY DAY OF WEEK QUESTION ASKED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Monday	55	19.2	19.3	19.3
2 Tuesday	54	18.9	18.9	38.2
3 Wednesday	45	15.7	15.8	54.0
4 Thursday	47	16.4	16.5	70.5
5 Friday	42	14.7	14.7	85.3
6 Saturday	20	7.0	7.0	92.3
7 Sunday	22	7.7	7.7	100.0
Total	285	99.7	100.0	
Missing System	1	.3		
Total	286	100.0		

ASKDATE DATE QUESTION ASKED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
07/16/00	1	.3	.4	.4
07/17/00	2	.7	.7	1.1
07/18/00	4	1.4	1.4	2.5
07/19/00	4	1.4	1.4	3.9
07/20/00	2	.7	.7	4.6
07/21/00	3	1.0	1.1	5.6
07/25/00	2	.7	.7	6.3
07/26/00	2	.7	.7	7.0
07/27/00	1	.3	.4	7.4
07/28/00	3	1.0	1.1	8.4
07/29/00	1	.3	.4	8.8
07/31/00	4	1.4	1.4	10.2
08/01/00	1	.3	.4	10.5
08/03/00	3	1.0	1.1	11.6
08/04/00	2	.7	.7	12.3
08/05/00	1	.3	.4	12.6
08/06/00	1	.3	.4	13.0
08/07/00	1	.3	.4	13.3
08/10/00	4	1.4	1.4	14.7
08/11/00	4	1.4	1.4	16.1
08/13/00	2	.7	.7	16.8
08/14/00	4	1.4	1.4	18.2
08/15/00	1	.3	.4	18.6
08/16/00	1	.3	.4	18.9
08/17/00	2	.7	.7	19.6
08/18/00	3	1.0	1.1	20.7
08/19/00	1	.3	.4	21.1
08/21/00	4	1.4	1.4	22.5
08/22/00	5	1.7	1.8	24.2
08/23/00	2	.7	.7	24.9
08/25/00	2	.7	.7	25.6
08/26/00	1	.3	.4	26.0
08/27/00	1	.3	.4	26.3
08/28/00	1	.3	.4	26.7
08/30/00	1	.3	.4	27.0
08/31/00	1	.3	.4	27.4
09/01/00	1	.3	.4	27.7
09/03/00	1	.3	.4	28.1
09/05/00	3	1.0	1.1	29.1
09/06/00	2	.7	.7	29.8

ASKDATE DATE QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
09/07/00	1	.3	.4	30.2
09/09/00	4	1.4	1.4	31.6
09/11/00	1	.3	.4	31.9
09/12/00	2	.7	.7	32.6
09/13/00	6	2.1	2.1	34.7
09/14/00	3	1.0	1.1	35.8
09/15/00	2	.7	.7	36.5
09/16/00	2	.7	.7	37.2
09/17/00	1	.3	.4	37.5
09/18/00	1	.3	.4	37.9
09/19/00	5	1.7	1.8	39.6
09/20/00	1	.3	.4	40.0
09/21/00	2	.7	.7	40.7
09/22/00	2	.7	.7	41.4
09/23/00	2	.7	.7	42.1
09/24/00	1	.3	.4	42.5
09/25/00	2	.7	.7	43.2
09/26/00	3	1.0	1.1	44.2
09/27/00	1	.3	.4	44.6
09/28/00	4	1.4	1.4	46.0
10/01/00	1	.3	.4	46.3
10/02/00	3	1.0	1.1	47.4
10/03/00	3	1.0	1.1	48.4
10/04/00	2	.7	.7	49.1
10/05/00	3	1.0	1.1	50.2
10/06/00	2	.7	.7	50.9
10/08/00	2	.7	.7	51.6
10/09/00	4	1.4	1.4	53.0
10/10/00	1	.3	.4	53.3
10/11/00	2	.7	.7	54.0
10/12/00	3	1.0	1.1	55.1
10/13/00	2	.7	.7	55.8
10/14/00	1	.3	.4	56.1
10/17/00	3	1.0	1.1	57.2
10/18/00	4	1.4	1.4	58.6
10/19/00	1	.3	.4	58.9
10/20/00	2	.7	.7	59.6
10/22/00	3	1.0	1.1	60.7

ASKDATE DATE QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
10/23/00	7	2.4	2.5	63.2
10/24/00	1	.3	.4	63.5
10/25/00	3	1.0	1.1	64.6
10/26/00	3	1.0	1.1	65.6
10/27/00	5	1.7	1.8	67.4
10/28/00	4	1.4	1.4	68.8
10/29/00	1	.3	.4	69.1
10/30/00	5	1.7	1.8	70.9
10/31/00	1	.3	.4	71.2
11/01/00	1	.3	.4	71.6
11/02/00	4	1.4	1.4	73.0
11/03/00	1	.3	.4	73.3
11/04/00	2	.7	.7	74.0
11/07/00	4	1.4	1.4	75.4
11/08/00	3	1.0	1.1	76.5
11/09/00	3	1.0	1.1	77.5
11/10/00	2	.7	.7	78.2
11/13/00	2	.7	.7	78.9
11/14/00	6	2.1	2.1	81.1
11/15/00	1	.3	.4	81.4
11/16/00	2	.7	.7	82.1
11/17/00	2	.7	.7	82.8
11/18/00	1	.3	.4	83.2
11/19/00	1	.3	.4	83.5
11/20/00	1	.3	.4	83.9
11/21/00	2	.7	.7	84.6
11/22/00	1	.3	.4	84.9
11/26/00	4	1.4	1.4	86.3
11/27/00	4	1.4	1.4	87.7
11/28/00	1	.3	.4	88.1
11/29/00	1	.3	.4	88.4
12/01/00	3	1.0	1.1	89.5
12/03/00	1	.3	.4	89.8
12/04/00	4	1.4	1.4	91.2
12/05/00	1	.3	.4	91.6
12/06/00	1	.3	.4	91.9
12/07/00	2	.7	.7	92.6
12/10/00	1	.3	.4	93.0

ASKDATE DATE QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
12/11/00	4	1.4	1.4	94.4
12/12/00	4	1.4	1.4	95.8
12/13/00	5	1.7	1.8	97.5
12/14/00	3	1.0	1.1	98.6
12/15/00	1	.3	.4	98.9
12/18/00	1	.3	.4	99.3
12/19/00	1	.3	.4	99.6
12/20/00	1	.3	.4	100.0
Total	285	99.7	100.0	
Missing System	1	.3		
Total	286	100.0		

ASKTIME TIME OF DAY QUESTION ASKED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
00:23	1	.3	.4	.4
00:36	1	.3	.4	.7
01:35	1	.3	.4	1.1
01:53	1	.3	.4	1.4
01:57	1	.3	.4	1.8
02:05	1	.3	.4	2.1
02:17	1	.3	.4	2.5
03:18	1	.3	.4	2.8
06:08	1	.3	.4	3.2
06:59	1	.3	.4	3.5
07:22	1	.3	.4	3.9
08:06	1	.3	.4	4.2
08:11	1	.3	.4	4.6
08:17	1	.3	.4	4.9
08:19	1	.3	.4	5.3
08:20	1	.3	.4	5.7

ASKTIME TIME OF DAY QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
08:24	1	.3	.4	6.0
08:29	1	.3	.4	6.4
08:32	1	.3	.4	6.7
08:40	1	.3	.4	7.1
08:44	2	.7	.7	7.8
08:45	1	.3	.4	8.1
08:46	1	.3	.4	8.5
08:51	2	.7	.7	9.2
09:05	1	.3	.4	9.5
09:08	2	.7	.7	10.2
09:11	1	.3	.4	10.6
09:20	1	.3	.4	11.0
09:33	1	.3	.4	11.3
09:39	1	.3	.4	11.7
09:40	1	.3	.4	12.0
09:41	1	.3	.4	12.4
09:43	1	.3	.4	12.7
09:50	3	1.0	1.1	13.8
09:51	1	.3	.4	14.1
09:55	1	.3	.4	14.5
09:59	1	.3	.4	14.8
10:03	1	.3	.4	15.2
10:09	2	.7	.7	15.9
10:11	1	.3	.4	16.3
10:13	2	.7	.7	17.0
10:16	1	.3	.4	17.3
10:29	1	.3	.4	17.7
10:30	1	.3	.4	18.0
10:32	1	.3	.4	18.4
10:34	1	.3	.4	18.7
10:36	2	.7	.7	19.4
10:39	1	.3	.4	19.8
10:41	1	.3	.4	20.1
10:42	2	.7	.7	20.8
10:44	1	.3	.4	21.2
10:48	1	.3	.4	21.6
10:50	1	.3	.4	21.9
10:56	1	.3	.4	22.3

ASKTIME TIME OF DAY QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
10:57	1	.3	.4	22.6
10:58	1	.3	.4	23.0
10:59	2	.7	.7	23.7
11:00	3	1.0	1.1	24.7
11:01	2	.7	.7	25.4
11:02	1	.3	.4	25.8
11:04	1	.3	.4	26.1
11:06	1	.3	.4	26.5
11:07	1	.3	.4	26.9
11:09	1	.3	.4	27.2
11:12	1	.3	.4	27.6
11:13	1	.3	.4	27.9
11:14	2	.7	.7	28.6
11:16	1	.3	.4	29.0
11:17	1	.3	.4	29.3
11:18	1	.3	.4	29.7
11:19	1	.3	.4	30.0
11:22	1	.3	.4	30.4
11:25	2	.7	.7	31.1
11:29	1	.3	.4	31.4
11:30	1	.3	.4	31.8
11:33	1	.3	.4	32.2
11:35	1	.3	.4	32.5
11:38	1	.3	.4	32.9
11:39	1	.3	.4	33.2
11:42	1	.3	.4	33.6
11:47	2	.7	.7	34.3
11:48	1	.3	.4	34.6
11:49	1	.3	.4	35.0
11:51	1	.3	.4	35.3
11:53	1	.3	.4	35.7
11:57	1	.3	.4	36.0
11:59	1	.3	.4	36.4
12:02	1	.3	.4	36.7
12:06	1	.3	.4	37.1
12:07	1	.3	.4	37.5
12:09	1	.3	.4	37.8
12:15	1	.3	.4	38.2

ASKTIME TIME OF DAY QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
12:17	2	.7	.7	38.9
12:19	1	.3	.4	39.2
12:22	1	.3	.4	39.6
12:27	1	.3	.4	39.9
12:28	1	.3	.4	40.3
12:29	1	.3	.4	40.6
12:30	1	.3	.4	41.0
12:31	1	.3	.4	41.3
12:34	1	.3	.4	41.7
12:37	2	.7	.7	42.4
12:39	1	.3	.4	42.8
12:42	1	.3	.4	43.1
12:45	2	.7	.7	43.8
12:46	1	.3	.4	44.2
12:48	1	.3	.4	44.5
12:49	1	.3	.4	44.9
12:57	2	.7	.7	45.6
13:03	1	.3	.4	45.9
13:08	1	.3	.4	46.3
13:09	1	.3	.4	46.6
13:10	1	.3	.4	47.0
13:15	1	.3	.4	47.3
13:16	1	.3	.4	47.7
13:19	1	.3	.4	48.1
13:20	1	.3	.4	48.4
13:23	2	.7	.7	49.1
13:26	1	.3	.4	49.5
13:27	1	.3	.4	49.8
13:31	1	.3	.4	50.2
13:34	1	.3	.4	50.5
13:35	1	.3	.4	50.9
13:38	1	.3	.4	51.2
13:40	1	.3	.4	51.6
13:41	1	.3	.4	51.9
13:42	1	.3	.4	52.3
13:43	1	.3	.4	52.7
13:45	1	.3	.4	53.0
13:53	1	.3	.4	53.4

ASKTIME TIME OF DAY QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
13:58	1	.3	.4	53.7
14:01	1	.3	.4	54.1
14:02	1	.3	.4	54.4
14:04	1	.3	.4	54.8
14:07	2	.7	.7	55.5
14:09	1	.3	.4	55.8
14:10	1	.3	.4	56.2
14:14	2	.7	.7	56.9
14:17	1	.3	.4	57.2
14:22	1	.3	.4	57.6
14:25	1	.3	.4	58.0
14:29	1	.3	.4	58.3
14:34	1	.3	.4	58.7
14:41	1	.3	.4	59.0
14:44	1	.3	.4	59.4
14:46	1	.3	.4	59.7
14:51	1	.3	.4	60.1
14:54	1	.3	.4	60.4
14:56	1	.3	.4	60.8
15:02	1	.3	.4	61.1
15:04	1	.3	.4	61.5
15:05	1	.3	.4	61.8
15:07	1	.3	.4	62.2
15:08	2	.7	.7	62.9
15:09	1	.3	.4	63.3
15:11	1	.3	.4	63.6
15:13	1	.3	.4	64.0
15:15	1	.3	.4	64.3
15:16	2	.7	.7	65.0
15:21	1	.3	.4	65.4
15:24	1	.3	.4	65.7
15:34	1	.3	.4	66.1
15:38	1	.3	.4	66.4
15:43	1	.3	.4	66.8
15:45	1	.3	.4	67.1
15:48	1	.3	.4	67.5
15:51	2	.7	.7	68.2
15:54	1	.3	.4	68.6

ASKTIME TIME OF DAY QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
16:02	2	.7	.7	69.3
16:09	2	.7	.7	70.0
16:10	1	.3	.4	70.3
16:11	1	.3	.4	70.7
16:15	1	.3	.4	71.0
16:17	1	.3	.4	71.4
16:29	1	.3	.4	71.7
16:30	1	.3	.4	72.1
16:31	1	.3	.4	72.4
16:43	1	.3	.4	72.8
16:45	1	.3	.4	73.1
16:47	1	.3	.4	73.5
16:48	1	.3	.4	73.9
16:52	1	.3	.4	74.2
16:53	2	.7	.7	74.9
17:03	1	.3	.4	75.3
17:04	1	.3	.4	75.6
17:10	1	.3	.4	76.0
17:11	1	.3	.4	76.3
17:12	1	.3	.4	76.7
17:18	1	.3	.4	77.0
17:25	1	.3	.4	77.4
17:26	1	.3	.4	77.7
17:28	1	.3	.4	78.1
17:33	1	.3	.4	78.4
17:34	1	.3	.4	78.8
17:35	1	.3	.4	79.2
17:38	1	.3	.4	79.5
17:40	1	.3	.4	79.9
17:47	1	.3	.4	80.2
17:59	1	.3	.4	80.6
18:06	1	.3	.4	80.9
18:07	1	.3	.4	81.3
18:08	1	.3	.4	81.6
18:19	1	.3	.4	82.0
18:42	1	.3	.4	82.3
18:52	1	.3	.4	82.7
18:54	1	.3	.4	83.0

ASKTIME TIME OF DAY QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
19:03	1	.3	.4	83.4
19:07	1	.3	.4	83.7
19:10	1	.3	.4	84.1
19:11	1	.3	.4	84.5
19:24	1	.3	.4	84.8
19:29	1	.3	.4	85.2
19:32	1	.3	.4	85.5
19:36	1	.3	.4	85.9
19:51	2	.7	.7	86.6
20:01	1	.3	.4	86.9
20:02	1	.3	.4	87.3
20:03	1	.3	.4	87.6
20:06	1	.3	.4	88.0
20:14	1	.3	.4	88.3
20:33	1	.3	.4	88.7
20:42	1	.3	.4	89.0
20:44	1	.3	.4	89.4
20:55	1	.3	.4	89.8
21:06	1	.3	.4	90.1
21:10	2	.7	.7	90.8
21:13	1	.3	.4	91.2
21:16	1	.3	.4	91.5
21:21	1	.3	.4	91.9
21:39	1	.3	.4	92.2
21:46	1	.3	.4	92.6
21:52	1	.3	.4	92.9
22:06	1	.3	.4	93.3
22:08	1	.3	.4	93.6
22:15	1	.3	.4	94.0
22:25	1	.3	.4	94.3
22:26	1	.3	.4	94.7
22:28	1	.3	.4	95.1
22:31	2	.7	.7	95.8
22:32	1	.3	.4	96.1
22:41	1	.3	.4	96.5
22:43	1	.3	.4	96.8
22:46	1	.3	.4	97.2
22:52	1	.3	.4	97.5

ASKTIME TIME OF DAY QUESTION ASKED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
23:02	1	.3	.4	97.9
23:04	1	.3	.4	98.2
23:20	1	.3	.4	98.6
23:30	1	.3	.4	98.9
23:33	1	.3	.4	99.3
23:36	1	.3	.4	99.6
23:45	1	.3	.4	100.0
Total	283	99.0	100.0	
Missing System	3	1.0		
Total	286	100.0		

ASKAMPM QUESTION ASKED IN A.M. OR P.M.

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 A.M.	103	36.0	36.4	36.4
2 P.M.	180	62.9	63.6	100.0
Total	283	99.0	100.0	
Missing System	3	1.0		
Total	286	100.0		

ANSWDAY DAY OF WEEK QUESTION ANSWERED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 Monday	67	23.4	23.4	23.4
2 Tuesday	51	17.8	17.8	41.3
3 Wednesday	45	15.7	15.7	57.0
4 Thursday	51	17.8	17.8	74.8
5 Friday	43	15.0	15.0	89.9
6 Saturday	16	5.6	5.6	95.5
7 Sunday	13	4.5	4.5	100.0
Total	286	100.0	100.0	

ANSWDATE DATE QUESTION ANSWERED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
07/16/00	1	.3	.3	.3
07/17/00	2	.7	.7	1.0
07/18/00	3	1.0	1.0	2.1
07/19/00	5	1.7	1.7	3.8
07/20/00	1	.3	.3	4.2
07/21/00	3	1.0	1.0	5.2
07/24/00	1	.3	.3	5.6
07/25/00	2	.7	.7	6.3
07/26/00	1	.3	.3	6.6
07/27/00	2	.7	.7	7.3
07/28/00	1	.3	.3	7.7
07/29/00	2	.7	.7	8.4
07/31/00	2	.7	.7	9.1
08/01/00	2	.7	.7	9.8
08/02/00	2	.7	.7	10.5
08/03/00	2	.7	.7	11.2
08/04/00	3	1.0	1.0	12.2
08/05/00	1	.3	.3	12.6
08/06/00	2	.7	.7	13.3
08/10/00	3	1.0	1.0	14.3
08/11/00	3	1.0	1.0	15.4
08/12/00	2	.7	.7	16.1
08/13/00	1	.3	.3	16.4
08/14/00	4	1.4	1.4	17.8
08/15/00	2	.7	.7	18.5
08/16/00	2	.7	.7	19.2
08/17/00	2	.7	.7	19.9
08/18/00	3	1.0	1.0	21.0
08/21/00	3	1.0	1.0	22.0
08/22/00	7	2.4	2.4	24.5
08/23/00	2	.7	.7	25.2
08/27/00	2	.7	.7	25.9
08/28/00	2	.7	.7	26.6
08/30/00	1	.3	.3	26.9
09/01/00	2	.7	.7	27.6
09/05/00	1	.3	.3	28.0
09/06/00	3	1.0	1.0	29.0
09/07/00	2	.7	.7	29.7

ANSWDATE DATE QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
09/08/00	1	.3	.3	30.1
09/09/00	2	.7	.7	30.8
09/11/00	1	.3	.3	31.1
09/12/00	3	1.0	1.0	32.2
09/13/00	4	1.4	1.4	33.6
09/14/00	3	1.0	1.0	34.6
09/15/00	5	1.7	1.7	36.4
09/16/00	1	.3	.3	36.7
09/17/00	2	.7	.7	37.4
09/18/00	1	.3	.3	37.8
09/19/00	5	1.7	1.7	39.5
09/20/00	2	.7	.7	40.2
09/21/00	1	.3	.3	40.6
09/22/00	2	.7	.7	41.3
09/23/00	1	.3	.3	41.6
09/24/00	1	.3	.3	42.0
09/25/00	4	1.4	1.4	43.4
09/26/00	1	.3	.3	43.7
09/27/00	2	.7	.7	44.4
09/28/00	5	1.7	1.7	46.2
10/02/00	3	1.0	1.0	47.2
10/03/00	2	.7	.7	47.9
10/04/00	1	.3	.3	48.3
10/05/00	3	1.0	1.0	49.3
10/06/00	3	1.0	1.0	50.3
10/07/00	1	.3	.3	50.7
10/08/00	1	.3	.3	51.0
10/09/00	4	1.4	1.4	52.4
10/10/00	1	.3	.3	52.8
10/11/00	2	.7	.7	53.5
10/12/00	4	1.4	1.4	54.9
10/13/00	2	.7	.7	55.6
10/14/00	2	.7	.7	56.3
10/17/00	3	1.0	1.0	57.3
10/18/00	1	.3	.3	57.7
10/19/00	2	.7	.7	58.4
10/20/00	2	.7	.7	59.1
10/22/00	1	.3	.3	59.4

ANSWDATE DATE QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
10/23/00	8	2.8	2.8	62.2
10/24/00	1	.3	.3	62.6
10/25/00	2	.7	.7	63.3
10/26/00	3	1.0	1.0	64.3
10/27/00	3	1.0	1.0	65.4
10/28/00	3	1.0	1.0	66.4
10/29/00	1	.3	.3	66.8
10/30/00	4	1.4	1.4	68.2
10/31/00	4	1.4	1.4	69.6
11/01/00	4	1.4	1.4	71.0
11/02/00	3	1.0	1.0	72.0
11/03/00	3	1.0	1.0	73.1
11/06/00	2	.7	.7	73.8
11/07/00	3	1.0	1.0	74.8
11/08/00	3	1.0	1.0	75.9
11/09/00	2	.7	.7	76.6
11/10/00	2	.7	.7	77.3
11/13/00	4	1.4	1.4	78.7
11/14/00	5	1.7	1.7	80.4
11/16/00	3	1.0	1.0	81.5
11/17/00	1	.3	.3	81.8
11/18/00	1	.3	.3	82.2
11/20/00	4	1.4	1.4	83.6
11/21/00	1	.3	.3	83.9
11/22/00	2	.7	.7	84.6
11/26/00	1	.3	.3	85.0
11/27/00	5	1.7	1.7	86.7
11/28/00	2	.7	.7	87.4
11/30/00	1	.3	.3	87.8
12/01/00	3	1.0	1.0	88.8
12/04/00	6	2.1	2.1	90.9
12/05/00	1	.3	.3	91.3
12/06/00	1	.3	.3	91.6
12/07/00	3	1.0	1.0	92.7
12/11/00	5	1.7	1.7	94.4
12/12/00	2	.7	.7	95.1
12/13/00	4	1.4	1.4	96.5
12/14/00	5	1.7	1.7	98.3

ANSWDATE DATE QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
12/15/00	1	.3	.3	98.6
12/18/00	2	.7	.7	99.3
12/20/00	1	.3	.3	99.7
12/21/00	1	.3	.3	100.0
Total	286	100.0	100.0	

ANSWTIME TIME OF DAY QUESTION ANSWERED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
08:15	2	.7	.7	.7
08:45	1	.3	.4	1.1
08:55	2	.7	.7	1.8
08:56	1	.3	.4	2.1
08:57	1	.3	.4	2.5
09:01	1	.3	.4	2.8
09:05	1	.3	.4	3.2
09:08	1	.3	.4	3.5
09:10	1	.3	.4	3.9
09:12	1	.3	.4	4.2
09:13	1	.3	.4	4.6
09:14	1	.3	.4	4.9
09:15	2	.7	.7	5.6
09:21	1	.3	.4	6.0
09:22	1	.3	.4	6.3
09:23	2	.7	.7	7.0
09:26	1	.3	.4	7.4
09:29	1	.3	.4	7.7
09:31	1	.3	.4	8.1
09:32	1	.3	.4	8.5
09:33	1	.3	.4	8.8
09:34	2	.7	.7	9.5
09:35	1	.3	.4	9.9
09:37	1	.3	.4	10.2
09:38	1	.3	.4	10.6
09:39	2	.7	.7	11.3
09:41	1	.3	.4	11.6
09:42	1	.3	.4	12.0
09:44	1	.3	.4	12.3
09:45	1	.3	.4	12.7
09:47	1	.3	.4	13.0
09:50	1	.3	.4	13.4
09:51	1	.3	.4	13.7
09:55	2	.7	.7	14.4
09:56	2	.7	.7	15.1
09:57	2	.7	.7	15.8
09:58	1	.3	.4	16.2

ANSWTIME TIME OF DAY QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
10:02	3	1.0	1.1	17.3
10:03	1	.3	.4	17.6
10:04	2	.7	.7	18.3
10:05	2	.7	.7	19.0
10:07	1	.3	.4	19.4
10:08	1	.3	.4	19.7
10:09	1	.3	.4	20.1
10:13	1	.3	.4	20.4
10:14	1	.3	.4	20.8
10:15	1	.3	.4	21.1
10:21	2	.7	.7	21.8
10:23	1	.3	.4	22.2
10:24	1	.3	.4	22.5
10:32	1	.3	.4	22.9
10:39	1	.3	.4	23.2
10:40	1	.3	.4	23.6
10:41	2	.7	.7	24.3
10:44	2	.7	.7	25.0
10:52	1	.3	.4	25.4
10:53	2	.7	.7	26.1
10:56	1	.3	.4	26.4
11:00	1	.3	.4	26.8
11:05	1	.3	.4	27.1
11:06	1	.3	.4	27.5
11:09	1	.3	.4	27.8
11:11	1	.3	.4	28.2
11:12	1	.3	.4	28.5
11:13	3	1.0	1.1	29.6
11:14	2	.7	.7	30.3
11:18	2	.7	.7	31.0
11:23	1	.3	.4	31.3
11:28	1	.3	.4	31.7
11:29	1	.3	.4	32.0
11:31	1	.3	.4	32.4
11:33	1	.3	.4	32.7
11:35	1	.3	.4	33.1
11:38	1	.3	.4	33.5
11:44	1	.3	.4	33.8

ANSWTIME TIME OF DAY QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
11:47	1	.3	.4	34.2
11:56	1	.3	.4	34.5
11:58	1	.3	.4	34.9
11:59	1	.3	.4	35.2
12:01	1	.3	.4	35.6
12:02	1	.3	.4	35.9
12:05	1	.3	.4	36.3
12:06	1	.3	.4	36.6
12:12	1	.3	.4	37.0
12:22	2	.7	.7	37.7
12:23	1	.3	.4	38.0
12:27	1	.3	.4	38.4
12:28	1	.3	.4	38.7
12:35	1	.3	.4	39.1
12:36	1	.3	.4	39.4
12:46	1	.3	.4	39.8
12:47	1	.3	.4	40.1
12:48	1	.3	.4	40.5
12:49	1	.3	.4	40.8
12:53	1	.3	.4	41.2
12:56	1	.3	.4	41.5
12:58	1	.3	.4	41.9
13:01	1	.3	.4	42.3
13:11	1	.3	.4	42.6
13:13	1	.3	.4	43.0
13:23	1	.3	.4	43.3
13:27	1	.3	.4	43.7
13:32	1	.3	.4	44.0
13:33	1	.3	.4	44.4
13:42	1	.3	.4	44.7
13:45	1	.3	.4	45.1
13:46	1	.3	.4	45.4
13:50	2	.7	.7	46.1
13:51	1	.3	.4	46.5
13:54	1	.3	.4	46.8
13:55	1	.3	.4	47.2
13:57	1	.3	.4	47.5

ANSWTIME TIME OF DAY QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
14:04	1	.3	.4	47.9
14:05	1	.3	.4	48.2
14:09	1	.3	.4	48.6
14:10	1	.3	.4	48.9
14:16	1	.3	.4	49.3
14:17	1	.3	.4	49.6
14:26	1	.3	.4	50.0
14:32	1	.3	.4	50.4
14:33	1	.3	.4	50.7
14:36	2	.7	.7	51.4
14:37	1	.3	.4	51.8
14:41	2	.7	.7	52.5
14:43	1	.3	.4	52.8
14:45	1	.3	.4	53.2
14:47	1	.3	.4	53.5
14:49	1	.3	.4	53.9
14:51	1	.3	.4	54.2
14:52	1	.3	.4	54.6
14:55	1	.3	.4	54.9
14:56	1	.3	.4	55.3
14:59	1	.3	.4	55.6
15:02	1	.3	.4	56.0
15:04	2	.7	.7	56.7
15:12	1	.3	.4	57.0
15:13	1	.3	.4	57.4
15:15	2	.7	.7	58.1
15:16	1	.3	.4	58.5
15:21	2	.7	.7	59.2
15:22	1	.3	.4	59.5
15:23	1	.3	.4	59.9
15:25	1	.3	.4	60.2
15:30	1	.3	.4	60.6
15:33	1	.3	.4	60.9
15:37	1	.3	.4	61.3
15:39	3	1.0	1.1	62.3
15:41	1	.3	.4	62.7
15:42	2	.7	.7	63.4

ANSWTIME TIME OF DAY QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
15:46	1	.3	.4	63.7
15:47	1	.3	.4	64.1
15:48	2	.7	.7	64.8
15:51	2	.7	.7	65.5
15:52	2	.7	.7	66.2
15:53	2	.7	.7	66.9
15:56	2	.7	.7	67.6
15:57	2	.7	.7	68.3
15:59	1	.3	.4	68.7
16:00	1	.3	.4	69.0
16:04	1	.3	.4	69.4
16:07	1	.3	.4	69.7
16:08	1	.3	.4	70.1
16:10	1	.3	.4	70.4
16:16	1	.3	.4	70.8
16:17	1	.3	.4	71.1
16:18	1	.3	.4	71.5
16:21	1	.3	.4	71.8
16:22	2	.7	.7	72.5
16:24	2	.7	.7	73.2
16:25	3	1.0	1.1	74.3
16:26	4	1.4	1.4	75.7
16:27	2	.7	.7	76.4
16:31	1	.3	.4	76.8
16:33	1	.3	.4	77.1
16:37	1	.3	.4	77.5
16:40	1	.3	.4	77.8
16:41	1	.3	.4	78.2
16:42	1	.3	.4	78.5
16:45	1	.3	.4	78.9
16:46	1	.3	.4	79.2
16:49	1	.3	.4	79.6
16:51	2	.7	.7	80.3
16:55	1	.3	.4	80.6
16:57	1	.3	.4	81.0
16:59	1	.3	.4	81.3
17:00	1	.3	.4	81.7
17:01	2	.7	.7	82.4

ANSWTIME TIME OF DAY QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
17:02	2	.7	.7	83.1
17:05	1	.3	.4	83.5
17:08	1	.3	.4	83.8
17:16	3	1.0	1.1	84.9
17:19	2	.7	.7	85.6
17:21	1	.3	.4	85.9
17:23	1	.3	.4	86.3
17:24	1	.3	.4	86.6
17:25	1	.3	.4	87.0
17:27	2	.7	.7	87.7
17:29	1	.3	.4	88.0
17:39	1	.3	.4	88.4
17:41	1	.3	.4	88.7
17:42	1	.3	.4	89.1
17:43	1	.3	.4	89.4
17:44	1	.3	.4	89.8
17:50	1	.3	.4	90.1
17:55	1	.3	.4	90.5
18:00	1	.3	.4	90.8
18:06	1	.3	.4	91.2
18:11	1	.3	.4	91.5
18:13	1	.3	.4	91.9
18:19	1	.3	.4	92.3
18:35	1	.3	.4	92.6
18:39	2	.7	.7	93.3
18:42	1	.3	.4	93.7
18:50	1	.3	.4	94.0
19:06	1	.3	.4	94.4
19:09	1	.3	.4	94.7
19:15	1	.3	.4	95.1
19:30	1	.3	.4	95.4
19:45	1	.3	.4	95.8
19:52	1	.3	.4	96.1
19:54	1	.3	.4	96.5
20:11	1	.3	.4	96.8
20:12	1	.3	.4	97.2
20:29	1	.3	.4	97.5
20:50	1	.3	.4	97.9

ANSWTIME TIME OF DAY QUESTION ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
21:30	1	.3	.4	98.2
21:43	1	.3	.4	98.6
22:29	1	.3	.4	98.9
22:40	1	.3	.4	99.3
23:24	1	.3	.4	99.6
23:47	1	.3	.4	100.0
Total	284	99.3	100.0	
Missing System	2	.7		
Total	286	100.0		

ANSWAMPM QUESTION ANSWERED IN A.M. OR P.M.

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1 A.M.	100	35.0	35.2	35.2
2 P.M.	184	64.3	64.8	100.0
Total	284	99.3	100.0	
Missing System	2	.7		
Total	286	100.0		

ASKWEEK WEEK OF TERM QUESTION ASKED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
5 SS 2000 - Wk 5	1	.3	.4	.4
6 SS 2000 - Wk 6	15	5.2	5.3	5.6
7 SS 2000 - Wk 7	9	3.1	3.2	8.8
8 SS 2000 - Wk 8	12	4.2	4.2	13.0
9 SS 2000 - Wk 9	11	3.8	3.9	16.8
10 SS 2000 - Wk 10	12	4.2	4.2	21.1
11 SS 2000 - Wk 11	15	5.2	5.3	26.3
12 SS 2000 - Wk 12	5	1.7	1.8	28.1
13 Fall 2000 - Wk 1	10	3.5	3.5	31.6
14 Fall 2000 - Wk 2	17	5.9	6.0	37.5
15 Fall 2000 - Wk 3	14	4.9	4.9	42.5
16 Fall 2000 - Wk 4	11	3.8	3.9	46.3
17 Fall 2000 - Wk 5	15	5.2	5.3	51.6
18 Fall 2000 - Wk 6	13	4.5	4.6	56.1
19 Fall 2000 - Wk 7	13	4.5	4.6	60.7
20 Fall 2000 - Wk 8	24	8.4	8.4	69.1
21 Fall 2000 - Wk 9	14	4.9	4.9	74.0
22 Fall 2000 - Wk 10	12	4.2	4.2	78.2
23 Fall 2000 - Wk 11	15	5.2	5.3	83.5
24 Fall 2000 - Wk 12	8	2.8	2.8	86.3
25 Fall 2000 - Wk 13	10	3.5	3.5	89.8
26 Fall 2000 - Wk 14	9	3.1	3.2	93.0
27 Fall 2000 - Wk 15	17	5.9	6.0	98.9
28 Fall 2000 - Wk 16	3	1.0	1.1	100.0
Total	285	99.7	100.0	
Missing System	1	.3		
Total	286	100.0		

ASKMNTH MONTH QUESTION ASKED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
7 July	29	10.1	10.2	10.2
8 August	49	17.1	17.2	27.4
9 September	53	18.5	18.6	46.0
10 October	72	25.2	25.3	71.2
11 November	49	17.1	17.2	88.4
12 December	33	11.5	11.6	100.0
Total	285	99.7	100.0	
Missing System	1	.3		
Total	286	100.0		

ANSWWEEK WEEK OF TERM QUESTION ANSWERED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
5 SS 2000 - Wk 5	1	.3	.3	.3
6 SS 2000 - Wk 6	14	4.9	4.9	5.2
7 SS 2000 - Wk 7	9	3.1	3.1	8.4
8 SS 2000 - Wk 8	14	4.9	4.9	13.3
9 SS 2000 - Wk 9	9	3.1	3.1	16.4
10 SS 2000 - Wk 10	13	4.5	4.5	21.0
11 SS 2000 - Wk 11	14	4.9	4.9	25.9
12 SS 2000 - Wk 12	5	1.7	1.7	27.6
13 Fall 2000 - Wk 1	9	3.1	3.1	30.8
14 Fall 2000 - Wk 2	19	6.6	6.6	37.4
15 Fall 2000 - Wk 3	13	4.5	4.5	42.0
16 Fall 2000 - Wk 4	12	4.2	4.2	46.2
17 Fall 2000 - Wk 5	14	4.9	4.9	51.0
18 Fall 2000 - Wk 6	15	5.2	5.2	56.3
19 Fall 2000 - Wk 7	9	3.1	3.1	59.4
20 Fall 2000 - Wk 8	21	7.3	7.3	66.8
21 Fall 2000 - Wk 9	18	6.3	6.3	73.1
22 Fall 2000 - Wk 10	12	4.2	4.2	77.3
23 Fall 2000 - Wk 11	14	4.9	4.9	82.2
24 Fall 2000 - Wk 12	8	2.8	2.8	85.0
25 Fall 2000 - Wk 13	11	3.8	3.8	88.8
26 Fall 2000 - Wk 14	11	3.8	3.8	92.7
27 Fall 2000 - Wk 15	17	5.9	5.9	98.6
28 Fall 2000 - Wk 16	4	1.4	1.4	100.0
Total	286	100.0	100.0	

ANSWMNTH MONTH QUESTION ANSWERED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
7 July	26	9.1	9.1	9.1
8 August	51	17.8	17.8	26.9
9 September	55	19.2	19.2	46.2
10 October	67	23.4	23.4	69.6
11 November	52	18.2	18.2	87.8
12 December	35	12.2	12.2	100.0
Total	286	100.0	100.0	

MINUTES MINUTES FROM ASKED TO ANSWERED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
3	1	.3	.4	.4
7	1	.3	.4	.7
9	1	.3	.4	1.1
10	1	.3	.4	1.4
12	4	1.4	1.4	2.8
13	2	.7	.7	3.6
14	2	.7	.7	4.3
15	1	.3	.4	4.6
16	5	1.7	1.8	6.4
17	3	1.0	1.1	7.5
18	3	1.0	1.1	8.5
19	2	.7	.7	9.3
21	2	.7	.7	10.0
22	4	1.4	1.4	11.4
23	5	1.7	1.8	13.2
25	1	.3	.4	13.5
26	1	.3	.4	13.9
27	1	.3	.4	14.2
28	1	.3	.4	14.6
30	2	.7	.7	15.3
31	1	.3	.4	15.7
32	1	.3	.4	16.0

MINUTES MINUTES FROM ASKED TO ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
33	1	.3	.4	16.4
34	2	.7	.7	17.1
35	3	1.0	1.1	18.1
37	1	.3	.4	18.5
38	1	.3	.4	18.9
39	2	.7	.7	19.6
41	1	.3	.4	19.9
42	2	.7	.7	20.6
43	1	.3	.4	21.0
45	1	.3	.4	21.4
49	1	.3	.4	21.7
50	1	.3	.4	22.1
51	2	.7	.7	22.8
56	1	.3	.4	23.1
57	1	.3	.4	23.5
59	1	.3	.4	23.8
61	1	.3	.4	24.2
62	1	.3	.4	24.6
66	2	.7	.7	25.3
67	1	.3	.4	25.6
68	1	.3	.4	26.0
75	1	.3	.4	26.3
76	1	.3	.4	26.7
79	3	1.0	1.1	27.8
84	1	.3	.4	28.1
86	2	.7	.7	28.8
93	1	.3	.4	29.2
95	1	.3	.4	29.5
96	1	.3	.4	29.9
100	1	.3	.4	30.2
104	1	.3	.4	30.6
105	1	.3	.4	31.0
106	1	.3	.4	31.3
108	1	.3	.4	31.7
112	1	.3	.4	32.0
123	1	.3	.4	32.4
131	1	.3	.4	32.7
135	1	.3	.4	33.1

MINUTES MINUTES FROM ASKED TO ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
136	1	.3	.4	33.5
138	1	.3	.4	33.8
142	1	.3	.4	34.2
147	1	.3	.4	34.5
148	1	.3	.4	34.9
152	2	.7	.7	35.6
159	1	.3	.4	35.9
164	1	.3	.4	36.3
165	1	.3	.4	36.7
166	1	.3	.4	37.0
170	1	.3	.4	37.4
174	1	.3	.4	37.7
182	1	.3	.4	38.1
185	1	.3	.4	38.4
186	1	.3	.4	38.8
196	1	.3	.4	39.1
197	1	.3	.4	39.5
198	1	.3	.4	39.9
199	1	.3	.4	40.2
202	1	.3	.4	40.6
205	1	.3	.4	40.9
211	1	.3	.4	41.3
213	1	.3	.4	41.6
214	2	.7	.7	42.3
217	2	.7	.7	43.1
225	1	.3	.4	43.4
230	1	.3	.4	43.8
238	1	.3	.4	44.1
243	1	.3	.4	44.5
247	1	.3	.4	44.8
251	1	.3	.4	45.2
253	1	.3	.4	45.6
257	1	.3	.4	45.9
262	1	.3	.4	46.3
263	1	.3	.4	46.6
272	1	.3	.4	47.0
284	1	.3	.4	47.3
287	1	.3	.4	47.7

MINUTES MINUTES FROM ASKED TO ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
289	1	.3	.4	48.0
292	1	.3	.4	48.4
300	1	.3	.4	48.8
317	1	.3	.4	49.1
324	1	.3	.4	49.5
331	1	.3	.4	49.8
334	1	.3	.4	50.2
335	1	.3	.4	50.5
350	1	.3	.4	50.9
351	1	.3	.4	51.2
357	1	.3	.4	51.6
369	1	.3	.4	52.0
372	1	.3	.4	52.3
376	1	.3	.4	52.7
377	1	.3	.4	53.0
384	1	.3	.4	53.4
394	1	.3	.4	53.7
415	1	.3	.4	54.1
434	1	.3	.4	54.4
441	1	.3	.4	54.8
466	1	.3	.4	55.2
490	1	.3	.4	55.5
497	1	.3	.4	55.9
526	1	.3	.4	56.2
549	1	.3	.4	56.6
563	1	.3	.4	56.9
570	1	.3	.4	57.3
574	1	.3	.4	57.7
594	1	.3	.4	58.0
602	1	.3	.4	58.4
643	1	.3	.4	58.7
645	1	.3	.4	59.1
648	1	.3	.4	59.4
649	1	.3	.4	59.8
651	1	.3	.4	60.1
657	1	.3	.4	60.5
661	1	.3	.4	60.9
678	1	.3	.4	61.2

MINUTES MINUTES FROM ASKED TO ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
703	1	.3	.4	61.6
734	1	.3	.4	61.9
742	1	.3	.4	62.3
743	1	.3	.4	62.6
745	1	.3	.4	63.0
768	1	.3	.4	63.3
771	1	.3	.4	63.7
778	1	.3	.4	64.1
780	1	.3	.4	64.4
786	1	.3	.4	64.8
799	1	.3	.4	65.1
815	1	.3	.4	65.5
820	1	.3	.4	65.8
821	1	.3	.4	66.2
846	1	.3	.4	66.5
854	1	.3	.4	66.9
872	1	.3	.4	67.3
873	1	.3	.4	67.6
896	1	.3	.4	68.0
973	1	.3	.4	68.3
975	1	.3	.4	68.7
991	1	.3	.4	69.0
1006	1	.3	.4	69.4
1037	1	.3	.4	69.8
1080	2	.7	.7	70.5
1098	1	.3	.4	70.8
1131	1	.3	.4	71.2
1144	1	.3	.4	71.5
1148	1	.3	.4	71.9
1154	1	.3	.4	72.2
1156	1	.3	.4	72.6
1162	1	.3	.4	73.0
1186	1	.3	.4	73.3
1193	1	.3	.4	73.7
1200	1	.3	.4	74.0
1214	1	.3	.4	74.4
1229	1	.3	.4	74.7
1248	1	.3	.4	75.1

MINUTES MINUTES FROM ASKED TO ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
1285	1	.3	.4	75.4
1303	1	.3	.4	75.8
1305	1	.3	.4	76.2
1307	1	.3	.4	76.5
1326	1	.3	.4	76.9
1333	1	.3	.4	77.2
1346	1	.3	.4	77.6
1353	1	.3	.4	77.9
1356	1	.3	.4	78.3
1369	1	.3	.4	78.6
1426	1	.3	.4	79.0
1437	1	.3	.4	79.4
1513	1	.3	.4	79.7
1519	1	.3	.4	80.1
1524	1	.3	.4	80.4
1531	1	.3	.4	80.8
1604	1	.3	.4	81.1
1617	1	.3	.4	81.5
1628	1	.3	.4	81.9
1713	1	.3	.4	82.2
1728	1	.3	.4	82.6
1750	1	.3	.4	82.9
2098	1	.3	.4	83.3
2104	1	.3	.4	83.6
2171	1	.3	.4	84.0
2221	1	.3	.4	84.3
2503	1	.3	.4	84.7
2761	1	.3	.4	85.1
2796	1	.3	.4	85.4
2812	1	.3	.4	85.8
2817	1	.3	.4	86.1
2885	1	.3	.4	86.5
2961	1	.3	.4	86.8
2980	1	.3	.4	87.2
3051	1	.3	.4	87.5
3118	1	.3	.4	87.9
3240	1	.3	.4	88.3
3680	1	.3	.4	88.6

MINUTES MINUTES FROM ASKED TO ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
3716	1	.3	.4	89.0
3782	1	.3	.4	89.3
3801	1	.3	.4	89.7
3862	1	.3	.4	90.0
3984	1	.3	.4	90.4
4005	1	.3	.4	90.7
4028	1	.3	.4	91.1
4053	1	.3	.4	91.5
4075	1	.3	.4	91.8
4219	1	.3	.4	92.2
4255	1	.3	.4	92.5
4286	1	.3	.4	92.9
4325	1	.3	.4	93.2
4504	1	.3	.4	93.6
5518	1	.3	.4	94.0
5564	1	.3	.4	94.3
5626	1	.3	.4	94.7
5634	1	.3	.4	95.0
5825	1	.3	.4	95.4
7018	1	.3	.4	95.7
7129	1	.3	.4	96.1
7213	1	.3	.4	96.4
8277	1	.3	.4	96.8
8431	1	.3	.4	97.2
8678	1	.3	.4	97.5
8803	1	.3	.4	97.9
11455	1	.3	.4	98.2
11459	1	.3	.4	98.6
11766	1	.3	.4	98.9
12957	1	.3	.4	99.3
14103	1	.3	.4	99.6
33028	1	.3	.4	100.0
Total	281	98.3	100.0	
Missing System	5	1.7		
Total	286	100.0		

HOURS HOURS FROM ASKED TO ANSWERED

Value	Frequency	Percent	Valid Percent	Cumulative Percent
.00 1-15 minutes	13	4.5	4.6	4.6
.25 16-30 minutes	30	10.5	10.7	15.3
.50 31-45 minutes	17	5.9	6.0	21.4
.75 46-60 minutes	7	2.4	2.5	23.8
1.00 1-2 hours	23	8.0	8.2	32.0
2.00 2-3 hours	16	5.6	5.7	37.7
3.00 3-4 hours	18	6.3	6.4	44.1
4.00 4-5 hours	13	4.5	4.6	48.8
5.00 5-6 hours	8	2.8	2.8	51.6
6.00 6-7 hours	7	2.4	2.5	54.1
7.00 7-8 hours	3	1.0	1.1	55.2
8.00 8-9 hours	3	1.0	1.1	56.2
9.00 9-10 hours	5	1.7	1.8	58.0
10.00 10-11 hours	7	2.4	2.5	60.5
11.00 11-12 hours	3	1.0	1.1	61.6
12.00 12-13 hours	8	2.8	2.8	64.4
13.00 13-14 hours	5	1.7	1.8	66.2
14.00 14-15 hours	5	1.7	1.8	68.0
16.00 16-17 hours	4	1.4	1.4	69.4
17.00 17-18 hours	3	1.0	1.1	70.5
18.00 18-19 hours	2	.7	.7	71.2
19.00 19-20 hours	8	2.8	2.8	74.0
20.00 20-21 hours	3	1.0	1.1	75.1
21.00 21-22 hours	4	1.4	1.4	76.5
22.00 22-23 hours	6	2.1	2.1	78.6
23.00 23-24 hours	2	.7	.7	79.4
25.00 25-26 hours	4	1.4	1.4	80.8
26.00 26-27 hours	2	.7	.7	81.5
27.00 27-28 hours	1	.3	.4	81.9
28.00 28-29 hours	2	.7	.7	82.6
29.00 29-30 hours	1	.3	.4	82.9
34.00 34-35 hours	1	.3	.4	83.3
35.00 35-36 hours	1	.3	.4	83.6
36.00 36-37 hours	1	.3	.4	84.0
37.00 37-38 hours	1	.3	.4	84.3
41.00 41-42 hours	1	.3	.4	84.7
46.00 46-47 hours	4	1.4	1.4	86.1
48.00 48-49 hours	1	.3	.4	86.5

HOURS HOURS FROM ASKED TO ANSWERED (continued)

Value	Frequency	Percent	Valid Percent	Cumulative Percent
49.00 49-50 hours	2	.7	.7	87.2
50.00 50-51 hours	1	.3	.4	87.5
51.00 51-52 hours	1	.3	.4	87.9
53.00 53-54 hours	1	.3	.4	88.3
61.00 61-62 hours	2	.7	.7	89.0
63.00 63-64 hours	2	.7	.7	89.7
64.00 64-65 hours	1	.3	.4	90.0
66.00 66-67 hours	2	.7	.7	90.7
67.00 67-68 hours	3	1.0	1.1	91.8
70.00 70-71 hours	2	.7	.7	92.5
71.00 71-72 hours	1	.3	.4	92.9
72.00 72-73 hours	1	.3	.4	93.2
75.00 75-76 hours	1	.3	.4	93.6
91.00 91-92 hours	1	.3	.4	94.0
92.00 92-93 hours	1	.3	.4	94.3
93.00 93-94 hours	2	.7	.7	95.0
97.00 97-98 hours	1	.3	.4	95.4
116.00 116-117 hours	1	.3	.4	95.7
118.00 118-119 hours	1	.3	.4	96.1
120.00 120-121 hours	1	.3	.4	96.4
137.00 137-138 hours	1	.3	.4	96.8
140.00 140-141 hours	1	.3	.4	97.2
144.00 144-145 hours	1	.3	.4	97.5
146.00 146-147 hours	1	.3	.4	97.9
190.00 190-191 hours	2	.7	.7	98.6
196.00 196-197 hours	1	.3	.4	98.9
215.00 215-216 hours	1	.3	.4	99.3
235.00 235-236 hours	1	.3	.4	99.6
550.00 550-551 hours	1	.3	.4	100.0
Total	281	98.3	100.0	
Missing System	5	1.7		
Total	286	100.0		

APPENDIX B --

OTHER-SPECIFY AND OPEN-ENDED VARIABLES

Question	Description	Page
Q12	Most Important Reason for Choosing to Use InfoPoint	B-2
Q13	Preference for Asking Future Questions	B-4
Q20	General Comments about the InfoPoint Service	B-5

MOST IMPORTANT REASON FOR CHOOSING TO USE INFOPOINT

Q12. Question Text:

What was the MOST important reason you chose to use the InfoPoint service rather than asking your question some other way?

ID#	RESPONSE
022	[The online library catalog] couldn't answer the question and this service was in effectively the same place - just a click away.
049	I knew the information I needed had been done by a UMN researcher and thought the web page would let me know how to contact someone for the information I needed.
066	All of the above reasons, really.
081	The problem was a computer problem that I could not resolve (U of MN system).
092	Couldn't find on [the online library catalog].
093	I was directed to use this service when I called the reference library.
107	Tried all the resources available to me (which is fairly extensive)and the librarians were able to breach the gap and check a couple of other resources. Very helpful.
109	The librarians I asked didn't know the answer.
115	I was looking for information regarding the Southern School of Agriculture that was located in Waseca, MN and has now become a federal prison (I don't know this for sure). I was looking for information on possible class reunions or an address that I could contact that could possibly give me that information. I did get the information that the school records were located in the Twin Cities somewhere.
116	#5 and #6: It was available when I had a question - I didn't have to wait to ask it; and preferred the overall convenience of asking a question this way.
504	I had struck out with a routine interlibrary loan request for a PhD dissertation from 1934.
507	I used the web interface because that is a very convenient way for me to get preliminary information on a question/issue that I know very little about. I would be prepared to track down further information in the library or over the phone, but in this case I was nicely provided with all that I needed in the response I received. I will definitely know better how to use the resources next time.
528	#1, #5, and #2: Didn't have time to go to the library and ask a question; it was available when I had a question - I didn't have to wait to ask it; and, wouldn't know who in the library could help me with my question.
536	I don't spend much time on campus and was actually at home and searching via the Internet when my question arose.
543	My local library does not have these services.

553 #2, #5, and #6: Wouldn't know who in the library could help me with my question; it was available when I had a question - I didn't have to wait to ask it; and, preferred the overall convenience of asking a question this way.

559 I usually look for information myself via literature review resources in my office or own network, or the Internet. I use this service when it is one of the resources I use myself to find information. It has been a wonderful service.

566 Already online.

572 I am a freshman and was quite daunted by the task of finding the correct library.

583 #1, #3, #4, #5, and #6: Didn't have to go to the library and ask a librarian; easier than telephoning the library; not near the library; it was available when I had a question - I didn't have to wait to ask it; and, preferred the overall convenience of asking a question this way.

584 I didn't know where else to begin besides online. I wasn't looking for specific research materials, articles, etc., but for the application/department that deals with human subjects in research. I saw the option to ask a question and took advantage.

612 I'm on another continent, plus nine hours in time. This service is crucial to my continued studies with the university.

629 I talked to the librarian over the phone to see if I could get an immediate answer. She did not know the answer to my question so I completed an electronic request.

640 It was a question of PC access from offsite, so it was the most appropriate method of contact.

652 Was unable to find the information myself despite much research - needed help.

671 I'm outside the library system, outstate. E-mail is my only way of communication.

679 Had called the library and the message indicating that I couldn't leave a message. Since I had gotten the phone number from your webpage, I decided to try this system.

688 It was easier to explain the problem without going to the library or waiting on the phone.

693 Referred by another institution.

700 #1 and #6: Didn't have time to go to the library and ask a librarian; and preferred the overall convenience of asking a question this way. Also tried by phone repeatedly but could not reach the reference librarian.

702 Curious about the service.

757 I had a question and my message was forwarded to InfoPoint.

817 I would rather have called a librarian, but I didn't see a telephone number that would make it possible.

PREFERENCE FOR ASKING FUTURE QUESTIONS

Q13. Question Text:

Considering your recent experience with the InfoPoint service, how might you prefer to ask another question of library staff in the future?

ID#	RESPONSE
119	#1 and #2: Same way (via email or web form), or face-to-face with a librarian in the library.
507	#1, #3, and #4: Same way (via email or web form), telephone with a librarian, or find the information from a library web site on my own.
508	Blank.
535	#1 and #2: Same way (via email or web form), or face-to-face with a librarian in the library.
604	Blank.
690	#1 and #2: Same way (via email or web form), or face-to-face with a librarian in the library.

GENERAL COMMENTS ABOUT THE INFOPOINT SERVICE

Q20. Question Text:

If you could change one thing, or make one comment about the InfoPoint service, what would it be?

ID#	RESPONSE
004	I was looking for an unusual biomedical journal and did not find it in an online list of journals. It turned out to be available in the library, but I still don't know how I could have determined that myself.
005	Nothing.
017	Very good service.
022	I didn't realize I was using a new service. I've emailed questions to librarians before (perhaps only [specific branch library]?) and usually found them helpful. This service was faster than my previous encounters, though.
023	Nothing, it worked great!
025	Be able to order the item through Inter-library Loan through the service if it is located.
026	Great service!
028	Great job, keep it up.
029	More advertised.
031	I was extremely impressed with the speed with which my question was answered. Thank you.
032	Response was surprisingly fast and helpful.
034	I have only asked two questions to InfoPoint and have been "randomly" chosen for this survey both times. I thought it seemed a little excessive, though I do appreciate the staff who have answered my questions and hope my feedback will help continue the service.
038	This is a great service.
043	It's working fine for me now. Need more experience with it to make a valid response.
044	The librarians are doing a wonderful job and I try to send them an email all the time to congratulate them. Don't change anything.
046	I am completely amazed at the great quality and speed with which I had my question replied. And it was on a Saturday - I thought I would first hear about it on Monday. The answer also worked, so thanks a lot!
049	I was not expecting such a prompt answer and was grateful for the assistance and information I received on who to contact for further information. Thank you.
053	Great job!

058 Very convenient and useful service. I will definitely keep using it.

060 Nothing to add.

061 I appreciate their approach to provide information in a way which educates the user in terms of researching information in libraries/databases/the Internet. Great service!

062 You can summarize some frequently asked questions and make out a standard answer for those questions. Thus, it takes even less time to give an effective response.

066 I loved the service; it was convenient, fast, and courteous.

067 I was happy with the service provided.

071 The web page is confusing for someone who just wants to look for a book.

072 My request was pretty simple so I really don't feel I can comment any further.

074 Great. Thanks for the service.

075 It did what I wanted.

077 Change the search types in the [online library catalog].

078 Archive good answers on the website for future users.

080 More material from manuscript collections, etc. should be available and catalogued on the web.

082 If questions could be answered more quickly, it would be better.

090 The person who helped me, [library staff name], was wonderful. Please tell her thanks.

091 Its availability to faculty should be made more known.

092 It was an excellent tool for me to gain information on where a resource is located that I could not find via [the online library catalog] when I tried and was out of state.

093 I really appreciate being referred to a site that will provide me with answers in the future to this type of question.

095 Excellent service, very impressed.

099 Nothing.

101 More dissemination about the availability of this service.

102 I received additional information on where to look (i.e., which books or databases might have the info I needed) but I still didn't know which library to go to find these other materials. But overall the service was very helpful and convenient.

103 I'm not sure when InfoPoint started. If earlier in the summer, it was much less satisfactory than previous encounters. My major comment is not about InfoPoint, it's about the necessity of it because the organizational entry points to the Web are so illogical. If I had to guess, I'd guess that librarians who are expert in how to get information to users in a logical manner were not consulted about the setup of the first few screens of the www.lib.umn.edu site. No matter how many times they answer my question, "How the heck do I get to this place I managed to find last time and cannot figure out today?", I'll have to ask again because the logic is so illogical. I do hope there is going to be a lot of refinement, especially of the introductory screen. Maybe its just the state of the field and this is the best that can be done now. The site I used on my recent sabbatical seemed a lot more logical, so it can be done.

104 I would not change one thing. I live in Nebraska, so I ask a lot of questions through the Internet. This service was the fastest and the most courteous. Thank you.

105 Not about InfoPoint, but will be glad when we can check on the status of the books we have out online.

106 Have the interlibrary loan information accessible online.

107 Nothing.

111 Keep up the good work! If I had one criticism, it would be that there is not enough availability of information directly from the university website without asking a question. Maybe answers to intelligent questions could be posted and searched on in some nice way.

113 Make it clearer what the options are on help, rather than discovering them by default.

114 Please respond faster.

115 I think that the information I was seeking was either not available or completely understood. I am sure that information about current courses or admissions would have been answered satisfactorily. I think also if specific information needed about things in the library would not have been answered. The information about a branch school of the U of M that is currently closed and I don't know when it was closed does not help a researcher get info. Thanks for trying. If you come across any info about class reunions for the Southern School of Agriculture that might be from graduating class of 1954, 1955 please let me know.

116 No complaints!

119 If possible, extend the hours so that questions are answered even quicker. Especially during the semester when there are more inquiries.

120 Nothing to change.

122 Not so many questions on this survey.

124 This is a very necessary, helpful service provided by the U of M.

502 I'm an amateur genealogy researcher. Your service, accessed as it was from Florida, was a great time-saver for me. It saved me perhaps two hours of possible fruitless searching in an out-of-state library that may not have had the answer I was looking for in the first place. It then saved me the cost of a trip to Minnesota to obtain that information.

504 Incredible fast and positive response. The staff obviously went to some trouble to locate this old thesis in the university archives, and offered to photocopy it for me. Fantastic service! I dealt with [library staff name] and she was extremely helpful and professional.

505 I'm pretty good at searching the Internet, I'm surprised she gave me an answer that I didn't know about that really helped me!

507 I'm pleased that we have this service available and that you are attempting to provide the kind of information that can help us be self-sufficient in using the information available to us. I also think that the nature of administrative and clerical support is changing very rapidly as is the nature of some of the work that faculty does and that services like this one allow us to work more efficiently and more smoothly together to accommodate these changes.

508 A lot of scope for improvement.

510 Easy to use.

513 Based on use, I would find it hard to make an overall judgement. However, I cannot envision a better response to the problem I encountered.

517 Nothing.

520 Free gift certificate to Starbucks with every question asked!

524 I wouldn't change InfoPoint, but I would change one question in this survey. Q11 implies that InfoPoint is used rather than becoming more self-sufficient. Many individuals using InfoPoint (like me) are very self-sufficient in the use of Internet library services and computer-savvy. I needed to write because the answer to my question was not available. I wanted to find out if any University library carried a particular journal, and as was explained to me in the response, there was no apparent way of doing that through the instructions provided on the library web pages.

528 Maybe try to contact the person if you have problems. That would be greatly appreciated.

534 Faster, I usually forget which question I asked by the time I get an answer.

535 Nothing.

536 I didn't look at the system too much, but there is a system that allows you to search the site. My particular question was about how you put a book on hold. And I would actually preferred to have a help guide right there on the Internet, kind of like the help guide that Microsoft provides for their programs.

538 Super! Thanks so much!

541 Make yourself known.

543 I would like to be able to request documents over the Internet. As a graduate student in history, I frequently need to look over documents that I know the University has in the archives. However, the archives are closed nights and weekends. It would be wonderful if I could request a one page document, have it scanned and e-mailed to me. I realize this would require extra staff. However, for people living outside the Twin Cities this would be a wonderful service.

544 A little quicker response. Though I know it does take time and I am sure many other people take advantage of this service so it is easier said than done.

546 I definitely think that the more often this type of online service is available, the more accustomed people will get using online services and will have fewer troubles in the long run.

547 Faster answers.

551 Very helpful.

554 Nothing. It was quick, simple, straightforward, and answered my question. Actually, it was probably the first thing that was easily accessible and accomplished of all of my interactions with the U as of yet. I couldn't believe it actually worked and that the person actually got back to me with an answer in less than an hour. That never happens with anything around here! Thank you!

557 Since the Press is not actually on campus, going in person to the library is not really an option. Most of my questions are related to verifying citations, so they are specific and usually relatively easy to answer with the tools the librarians have available at the library. Also, since these citations are published, it is important that they are correct. This service is invaluable to the work I do.

559 Nothing at this point.

561 Can't think of anything.

563 Make it easier to find the service from the place I'm working at in the library web system.

564 Nothing at the moment.

565 The forms should be redone to take into account questions other than so-called research questions. I have only used InfoPoint to ask bureaucratic/administrative questions.

566 My question was not fully followed up on.

567 Nothing.

569 I was surprised that the research person didn't realize that "Ann math stsist" was "Annals of Mathematical Statistics". I was very surprised when they looked up my abbreviated journal title literally. However, they were persistent, and I got a timely reply. Thank you. The truth is, I asked various librarians how to get such an old journal, and no one could help. However, I believe the library computer system was down (by the way, THAT is inexcusable--it should NEVER be down).

572 Make it easier to find for little freshmen like me who have no idea where to access the information.

580 Very pleased.

582 Nothing. It was a great experience for me.

583 Not have to fill out this follow up survey.

584 I was surprised with the swift and helpful reply. It only took a matter of hours.

589 I would have actually liked to talk to someone and try to work the problem over the phone, but as far as I could tell the website did not provide a phone number to call.

592 When it is noted that a question will be answered within 24 hours, something should be added that says if an answer is needed sooner you will be accommodated.

597 Good service. I just had a simple question about using the Lumina service and was answered promptly and helpfully.

599 Incredibly helpful for those of us who work at home.

604 I was attempting to discover some information about a former instructor at the University, someone who, I have found from other sources, received awards and recognitions from the University. I have not heard anything from a librarian. If nothing could be found, a note to let me know would have been nice. I live more than two hours from the Cities. Otherwise, I would have come to look for it myself.

608 It is good for sure. However, having physical real-time access to books and journals would be excellent. The inconvenience about the library is, of course, a different question.

610 I wouldn't change a thing. I was very impressed by the help I got when I needed it. It also saved me a lot of time. Thank you so much and keep up the good work.

611 I wouldn't change anything. The service was wonderful and I will recommend it highly. I perhaps would send the information about it to the MacArthur Program (all scholars doing international research abroad), and the U of MN Graduate Fellowship office who manages the Fulbright program, or global campus. Send them the info about it so that the students doing research abroad will know it exists. I came upon it by accident. There might be a way to get the service listed in some sort of handbook for students doing research abroad where there is little access to the library system. Thanks!

612 Please don't forget that patrons are on different calendars (not all weekends are equal) and different clocks. My question was answered very quickly on (in the USA) a weekend. I very much appreciate the access to knowledgeable assistance 7/24.

613 I've just used it one single time, thus I am not enough familiarized with it so that I can criticize it, but for me it worked well enough and I am satisfied.

618 A more friendly reply.

619 It was so helpful. Thank you for such a convenient service!

621 I can't think of a way to improve it.

625 It is so good to know that others like to help students. I myself wasn't clear about my own questions. But I will use this service. Thank you for thinking about this way to serve people.

626 Wonderful. The answer could not have been more exactly what I needed or wanted.

628 Advertise more. I would have liked to use this service sooner.

629 Nothing.

634 To have a more specific response. Wasn't the greatest at helping me find what I was looking for. Even though it seemed to me that the person wanted to help me, but really didn't. They couldn't answer my question, but they did try and find someone who did.

637 The service was fantastic! If you're possibly thinking of getting rid of it, don't!

638 The [online library catalog] system is not very friendly. You have to remember everything about it or you can't get what you want. It does not lead you through it.

639 I wouldn't change anything at this point. It worked better than even I expected. I work in the service industry and have pretty high expectations about prompt, accurate, goal-directed service. This fulfilled or exceeded all my expectations.

640 I was impressed with the overall efficiency with which the problem was solved.

641 The reason the person didn't give help with finding out the information myself (see Q11) is that I had already checked the website FAQs and was asking for further information about one of these answers.

646 I was very impressed by the speedy answer.

649 Don't bug users to fill out this survey.

652 I had no idea that this service existed and I found it late in my research. Even though I requested information with a deadline of less than 24 hours (which I believed unreasonable on my part), the library staff tried to meet my request. They responded quickly and kept me updated as to the status. Excellent service!

655 None. It was a huge help to me. I searched for the information myself for hours, and they answered my question in full in no time. I was impressed and very appreciative.

656 Absolutely nothing needs changing.

659 Nothing.

662 I was surprised at the speed of the response and the additional information that was given to me.

664 I think it is great to be able to e-mail and receive your information back so fast. That is really the nice part of all of this. Keep the good work up.

666 Helpful basic info. Did not replace the need to do independent research myself.

668 Nothing. I thought it was great service. My question was answered to the fullest with very much detail and more information than I expected. I thought it was a great service.

669 It's convenient and fast.

671 I still have the same problem. I cannot access the system from outside. I just tried again to locate information through electronic journals and I was again denied access.

674 I would change the way questions are answered. I would try to first understand the question, then give the students the resources they are looking for.

675 I was really excited by how quick and thorough the response to my question was. Appreciate the email access to the librarian.

676 I wish they had my answer, but they are not at fault, and I appreciate the very good service.

678 I have rarely gotten such complete and helpful service from a library so quickly. As an independent scholar, this is crucial for my research.

680 Great job, thanks!

683 Not to send more than one survey per week. It's a little annoying if you are busy, but I understand you need to measure the quality of the service.

685 This is an extremely valuable service as it makes it much easier for us to do top-quality research, a goal that the university should pay serious attention to. Thank you very much.

688 It is fine as it is.

691 Can't think of any. I was home and needed an answer for my question. If I were in school, I would have probably gone to the library and asked. But it is a very convenient way of asking the library and very helpful. Makes your life easy and flexible. Should definitely continue this service. I would most definitely tell others about this service. It's good!

694 Great to have. No changes needed!

700 Cut down the 3-day period for individualized searches.

702 I would give the librarians a substantial raise.

704 I can't answer Q13 because how I ask a question depends on the type of question. I went to InfoPoint with my recent question because it was related to web access to a journal. If I have a similar question I'll go to the same source. If I have a reference question I'll ask for a reference librarian.

705 Not sure at this stage. I think I would have to use it a little more and complete my original inquiry.

707 This questionnaire is too long.

708 More interactivity in a faster time span.

709 Keep up the good work.

711 I think it's important to have the InfoPoint service, especially while Walter Library is being renovated.

712 Eliminate long survey.

713 Cannot think of anything to change.

716 No complaints!

717 Make it more convenient for people living a distance away from the libraries to access materials needed for projects/papers.

721 A great service!

723 I was very surprised that my question was actually answered. I was told that it probably wouldn't be responded to. Greatly pleased!

724 Get the word out more that it is offered. I stumbled upon it by accident.

726 At this time I have no suggestions.

730 The response taught me a lot about how to answer such questions on my own in the future.

732 That you would do ALL of the work, including referring me to where you KNOW the books are, but then that would defeat the point of learning how to do it yourself, which is probably better. I was very happy that you could find an author with all the information I gave you.

735 If my answer could have been immediate. I had to wait until the next day to complete my research.

739 More specifics about where to find needed items.

744 I can't think of a thing. It's an excellent service, thank you!

746 Nothing, it worked very well.

748 It was quite helpful and the service should definitely continue. Thank you for the help.

749 Maybe provide sometimes some specific answers to questions rather than only provide an answer that aims at increasing the user ability to use the library catalog.

750 Worked well for me!

752 Responses within 24 hours or sooner if possible.

755 It is extremely convenient. I have used the library a lot and try to find my own answers until I must ask a question. But there are times when you really need some help about a line of research which has reached a dead end. The InfoPoint solution is perfect for such occasions when you are doing preliminary research away from the library with the intention of following up on site. It saved me time and frustration. I hope you keep this service well-funded. It seems a smart way for librarians to spend their time, researching answers unencumbered by a long line of clients and the hectic "on the spot" environment of the reference desk. (I'm sure you have to keep the reference desk as well, but I can see where this is a smart supplement for people who have questions and don't want to physically wait in line, etc.)

757 I was not expecting the simple and in depth answer I got. I was pleasantly surprised.

763 I thought it was great and sent out a thank-you to the person who responded to my question.

765 I thought it was great and send out a thank-you to the person that responded to my question.

766 Keep it the way it is.

768 I thought it was great. About the library website in general, I would make it easier to search for a journal title. In other words, if I have a journal in mind, I'd like to be able to find the right database to search rather than by trial and error or contacting InfoPoint every time I can't find a particular journal.

771 I found this service to be very useful, especially so since I was really stressed out looking for information myself. It helped me collect material for my research most easily.

777 InfoPoint was very helpful and very convenient in helping me get the information.

779 Based on the one time I have used it so far, I wouldn't change anything.

790 I really think this is an excellent service. Keep up the great work.

799 My question was answered immediately. The librarian gave me much more information than I expected, probably because she knew more about the question, and related questions, than I could have imagined. The response I received made a huge difference to my work. I asked not just for the data but also an educated opinion about my topic and I received a courteous and honest, fair and smart reply. I immediately bragged to two other graduate students about this service. Thank you to the U of M libraries for making this service available, but most of all to the reference librarians who I think are the smartest people at the U. Period.

802 Nothing, it was great!

803 Great Job!

804 From what I've seen, nothing needs to be changed. As I said above, I am out of the country. I wrote not with a research question, but a question about why I was recently unable to access the line indexes through the web. My question was answered very quickly and very well by [library staff name]. I was impressed!

806 I don't really have any comments about the service I received other than to say that if the U of M Library system were easier to understand, perhaps it wouldn't be needed.

808 I would like them to give me more specific instructions on how to find the information I need instead of giving me only a brief explanation, but I got it anyway. Thanks.

810 I'm a former U of MN grad student living in Japan for the past 11 years. I don't have access to a good library. A former colleague asked me to help him get information from the U of MN. All he wanted was an address, but since the service was available, I decided to try it. I had a feeling that it was a little outside of the usual services provided and said so in my message, mainly asking if it was possible for my colleague to pay for research. I must say that the service I got went above and beyond what I expected. Even though I had misquoted the date I was interested in, the person my question was forwarded to guessed correctly that I had made a mistake and not only gave me enough information to answer my colleague's question, but more importantly, other resources for getting the answer. If I had to say anything at all, it would be a backhanded complaint. I was really happy with the service but I'm probably not eligible for it. Thanks very much for the great service. I know I'm gushing a bit, but again, it's mainly because I don't have access to a good library here in Nagoya, Japan.

811 Thank you for providing this service. I was very pleased with the prompt and thorough manner in which my question was answered.

813 Faster reply, at least a personal one saying I'm looking for you. What I got was an automated looking forward notice.

817 The new system is not as straightforward as the old one, in terms of my being able to tell where the research indexes that I want to use are. Also, as I already mentioned, it may be more useful for some people in some instances if you provided a phone number to contact with questions.

820 I got my response a lot faster than I had expected, and it helped me a lot. Thanks.

824 I was very pleased with the speed and depth of the response. My question was about government documents, ultimately, but I sent it first to the general InfoPoint address. They forwarded it immediately to [library staff name], who likewise responded very promptly and with much useful information. Information that will help me figure such things out myself in the future. Very, very helpful!

825 Very nice service. Continue to do so.

830 Nothing. It was very helpful and quick.

833 Thanks!

836 Good Idea!

838 Maybe advertise a little more. I'm not sure what I'd change. It was great. I got the answers back very quickly, and the responses were complete and thorough. I think more people should know about it, though, so I guess advertising would be good.

840 Convenient.

842 I think the InfoPoint service is good enough and it certainly helps for a grad student like me, but I'd rather choose to find all that I need at the [Libraries] website. I found that the indexes link in [the Libraries' web site] is a dead end. Most of the indexes pertained to non-technical stuff (like news) and didn't give me useful information at all. Moreover, the index for chemical engineering didn't work! Tell me if I am wrong! Well, I couldn't locate a 1984 article. Maybe it was too confusing or too informative! Is there some way of knowing if you stock recent chemical engineering and physics journals and provide their articles and/or contents?

847 Don't change anything

848 Give me one specific title of an article so I could get started.

APPENDIX C --

E-MAIL MESSAGES/LETTERS SENT TO USERS SOLICITING PARTICIPATION

Description	Page
Introductory E-mail Message/Letter	C-2
Second E-mail Message/Letter	C-3
Third E-mail Message/Letter	C-4

INTRODUCTORY E-MAIL MESSAGE/LETTER

Greetings,

A few days ago the University of Minnesota Libraries' InfoPoint service responded to a question that you had submitted to them through the "Ask Us!" web page or by e-mail.

To find out how well the service worked for you, the InfoPoint staff have requested that I send you a brief survey. It will only take 3 to 5 minutes for you to answer the questions. You can either choose to use the e-mail version of the survey or to access a web version of the survey at this address: [survey URL].

You are one of a small number of people who are being asked to give their opinion on this service. Because your e-mail address was selected in a random sample of all people who have contacted InfoPoint, it is extremely important that your survey be completed and returned. You may be assured of complete confidentiality. Neither your e-mail address nor ANY personal information will be included in the summary information that we provide to the InfoPoint staff.

Your participation is very important in helping to shape the future of the InfoPoint service. Thank you for taking a few minutes to help the University Libraries in this way.

Rossana Armson, Director
University of Minnesota Center for Survey Research
[phone number]

SECOND E-MAIL MESSAGE/LETTER

A few days ago a survey was e-mailed to you regarding your recent use of the University of Minnesota Libraries' InfoPoint service. If you have already completed and returned this survey to us, either by e-mail or via the web, please accept our sincere thanks and delete this message.

If you have not already completed and returned this survey to us, please do so today. It will only take 3 to 5 minutes for you to answer the questions. You can either choose to use the e-mail version of the survey or to access a web version of the survey at this address: [survey URL].

Rossana Armson, Director
University of Minnesota Center for Survey Research
[phone number]

THIRD E-...AIL MESSAGE/LETTER

Greetings,

Within the past week I sent you an e-mail about your recent use of the University of Minnesota Libraries' InfoPoint service. As of today, we have not received your completed survey.

The University of Minnesota Libraries want to find out how the service worked for you. I am writing to you again because of the significance each survey has to the usefulness of this study. Your name was drawn through a scientific sampling process in which every person who uses this service over the summer has an equal chance of being selected. In order for the results of this study to be truly representative of the opinions of those who use this service it is essential that each person in the sample return their questionnaire.

It will only take 3 to 5 minutes for you to answer the questions. You can either choose to use the e-mail version of the survey or to access a web version of the survey at this address: [survey URL]. You may be assured of complete confidentiality. Neither your e-mail address nor ANY personal information will be included in the summary information that we provide to the InfoPoint staff.

Your cooperation is greatly appreciated.

Rossana Armson, Director
University of Minnesota Center for Survey Research
[phone number]

U.S. Department of Education
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Signature:	Printed Name/Position/Title: John T. Butler, Digital Reference Services
Organization/Address: University of Minnesota Libraries 499 Wilson Library 309 Nineteenth Avenue South Minneapolis, MN 55455	Telephone: 612-624-4362 FAX: 612-626-9353 E-mail Address: j-butl@umn.edu Date: March 15, 2002

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